

Complaint about childcare provision

Ref: 2701267/5872021

Date: 10 January 2025

Summary of outcome

All early years providers must meet the legal requirements in the 'Statutory framework for the early years foundation stage,' which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework-2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 28 October 2024, the provider notified us about safeguarding policies and procedures and suitable people. The notification means that the provider met their legal responsibility as set out in the 'Statutory framework for the early years foundation stage' to notify Ofsted a significant incident.

On 14 November 2024, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, suitable people, and qualifications, training and support.

On 8 January 2025, we carried out a regulatory telephone call. The provider has procedures and risk assessments in place. This information was shared with staff during their induction, team meetings, training and one to one supervision sessions. The provider makes sure that staff know and understand their roles and responsibilities. For example, the action to take if a child has an accident. We found that the provider conducts adequate checks to ensure staff are suitable to work with children.

We also found that the provider was not meeting some of the requirements and had taken action to put this right. The provider has refreshed staff's knowledge of safeguarding procedures. They are now clear on the procedures for reporting concerns in a timely manner. This ensures the safety and well-being of children. We are satisfied with the action taken.

The provider will be able to give parents further information about this.

The provider is still registered with Ofsted.

Publication of complaints

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).