

Complaint about childcare provision

Ref: EY284857/5876511

Date: 3 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 11 November 2024, we received concerns that the provider was not meeting requirements. On 12 November 2024, the provider notified us about Safeguarding policies and procedures, Suitable people and Safeguarding training. 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 of any significant event which is likely to affect the suitability of any person who cares for/is in regular contact with children on the premises.

On 2 January 2025, we carried out a telephone call. We found the provider had safeguarding policies and procedures in place and are in line with the local safeguarding procedures. We also found that the vetting procedures to check the suitability of staff is effective. The provider ensures that risk assessments are implemented effectively to inform staff practice.

However, we found the provider was not meeting some of the requirements and had taken action to put matters right. The provider has reflected on their understanding of and responsibility to implement the safeguarding policy, such as to report any concerns they may have about staff and to do this in a timely manner. Staff have been fully re-inducted and provided with repeat training in safeguarding to ensure they now fully understand their roles and responsibilities to safeguard children. Additionally, staff have attended meetings to ensure they understand their ongoing training, with particular regard to manual handling and appropriate touch policies. 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](#).