

Complaint about childcare provision

Ref: EY284857/5815704

Date: 18 October 2024

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 August 2024, we received concerns that the provider was not meeting requirements. On 29 August 2024, the provider notified us about Safeguarding policies and procedures; Suitable people; Qualifications, training, support and skills; Safety and suitability of premises, environment and equipment; and Information and record keeping. 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 16 October 2024, we carried out a regulatory visit. We found that the provider had safeguarding policies and procedures in place. They also had vetting processes in place to check the suitability of new staff and systems in place to carry out ongoing suitability checks for staff. The provider also had arrangements in place for the supervision of staff. The provider has a complaints policy in place which meets the requirements. However, we found the provider was not meeting some of the requirements and had taken action to put this right. The provider has revised their safeguarding policies and procedures to ensure that these effectively inform staff practice. The provider has adapted the induction training to ensure that this process helps staff to understand their roles and responsibilities, with particular regard to safeguarding, before they start working directly with children. The provider has reviewed the effectiveness of ongoing training for staff. They have strengthened their safeguarding training to ensure that all staff understand the safeguarding policies and procedures. Furthermore, the provider has ensured that staff have a secure knowledge and understanding of the action to be taken when there are safeguarding concerns about a child. The provider has reviewed their risk assessments of the organisation of the premises. They have taken all reasonable steps to ensure that these inform staff practice. 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](#).