

Complaint about childcare provision

Ref: EY295433/5780867

Date: 1 August 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 16 July 2024, we received concerns that the provider was not meeting some of these requirements.

On 01 August 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions needed by 23 August 2024:

- take action to ensure that all staff understand the safeguarding policies and procedures, including the role of the local authority designated lead.

We will monitor the provider's response to ensure the action/s is/are successfully completed.

On 02 August 2024, the provider responded to the action set. We found that the provider had improved staffs knowledge and understanding of child protection procedures, with particular regard to the role of the local authority designated lead.

We are satisfied the provider has met the safeguarding and welfare actions raised.

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](#).