

Complaint about childcare provision

Ref: EY316790/5823350

Date: 13 September 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 6 September 2024, we received concerns that the provider was not meeting requirements relating to Safeguarding policies and procedures, Suitable people,

Supporting and understanding children's behaviour, Changes that must be notified, and Information and record keeping.

On 10 September 2024, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 30 September 2024:

- improve understanding of safeguarding procedures, including when and who to inform if an allegation is raised against self and/or members of the household

- improve understanding of incidents and changes that must be reported to Ofsted, within the specified period, and when reasonably practicable to do so. This includes 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 30 September 2024, the provider responded to the actions set. We found that the provider had taken steps to improve their knowledge and understanding of safeguarding procedures and has developed a better understanding of informing Ofsted of relevant incidents and changes. The information gathered suggests that the provider is now meeting the requirements of their registration. We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).