

Complaint about childcare provision

Ref: EY364811/5969136

Date: 17 March 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 26 February 2025, we received concerns that the provider was not meeting some of these requirements.

On 7 March 2025 and 13 March 2025, we carried out two regulatory telephone calls. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the action below within the timescale set out.

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

Actions needed by 3 April 2025:

- ensure that leaders, managers and staff are trained to understand and implement the setting's safeguarding policy and procedure, with a particular focus on recognising and managing allegations of inappropriate behaviour from staff.

On 10 April 2025, we carried out a regulatory monitoring visit where the provider responded to the action set. We found that the provider had successfully trained leaders, managers and staff to understand and implement the setting's safeguarding policy and procedure. Leaders, managers and staff demonstrated their knowledge and understanding of how to recognise and manage allegations of inappropriate behaviour from colleagues. The provider had put systems in place to check, confirm and monitor this knowledge and understanding.

We are satisfied the provider has met the safeguarding and welfare action 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](#).