

Complaint about childcare provision

Ref: EY450875/5730312

Date: 14 May 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 03 April 2024, we received concerns that the provider was not meeting some of these requirements.

On 02 May 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. The provider will be able to give parents further information about this.

The provider is still registered with Ofsted.

Actions needed by 23 May 2024:

- improve safeguarding procedures to ensure all staff have a thorough knowledge of these, particularly relating to liaising with local safeguarding partners and managing allegations
- ensure all staff receive appropriate training and develop a secure understanding of the priorities for children's development at different stages in the setting, including for children with special educational needs and/or disabilities
- implement robust risk assessments to ensure that all risks and hazards are minimised and children's safety is prioritised.

On 24 May 2024, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised at their last visit. We found that the provider has responded to the actions set. A range of training has taken place which has strengthened the team's understanding of how to respond to allegations. Training has also improved staff knowledge around the priorities for children's development. Risk assessment procedures have been improved across the setting and staff are vigilant in ensuring these procedures are followed.

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](#).