

Complaint about childcare provision

Ref: EY462694/5836970

Date: 8 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 25 September 2024, we received concerns that the provider was not meeting requirements relating to:

- Safety and suitability of premises, environment and equipment
- Information and record keeping

On 02 October 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has deep cleaned the premises, replaced the carpet in the baby room and engaged with environmental health. The provider has also reviewed its communications with staff and families to ensure there is accurate information sharing in the setting.

We also found that there is a weakness in safeguarding training in the setting. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 18 October 2024:

- ensure all staff have a robust understanding of the safeguarding policy and procedures, particularly in relation to reporting allegations if they were to have concerns about a member of staff.

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

During the visit we also found that the provider had not notified Ofsted of a change to the governance of the setting. The provider has now provided this information.

On 07 October 2024, the provider responded to the action set. We found that the provider has supported staff to improve their knowledge and understanding of child protection procedures. 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](#).