

Complaint about childcare provision

Ref: EY542173/5261838

Date: 10 October 2022

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 22 September 2022, we received concerns that the provider was not meeting some of these requirements.

On 07 October 2022, we carried out a regulatory telephone call. 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 28 October 2022:

- demonstrate how at least half of all staff will receive training that specifically addresses the care of babies, when caring for children under the two-years-old
- ensure that the current public liability insurance covers the care of children under two-years of age.

We will monitor the provider's response to ensure the actions are successfully completed.

On 18 October 2022, the provider responded to the actions set. We found that the provider had organised training for staff that specifically addresses the care of babies. The provider confirmed that their public liability insurance covers the care of children attending the setting who are under the age of two years.

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](#).