

Complaint about childcare provision

Ref: EY308484/5539277

Date: 22 February 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 19 September 2023, we received concerns that the provider was not meeting some of these requirements.

On 27 November 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We issued actions for the provider to take.

Actions needed by 22 December 2024:

- ensure there are senior staff who are capable to take charge in the managers absence
- ensure that ratio and qualification requirements for the total number of staff available to work directly with children are met at all times
- improve the deployment of staff, particularly during morning routines, to fully support children's safety, well-being and learning experiences.

On 8 December 2024, the provider responded to the actions set. We found that the provider had improved their procedures for ratios and the deployment of staff. They have improved the induction arrangements for senior staff.

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](#).