

Complaint about childcare provision

Ref: EY430406/5682801

Date: 17 April 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 12 March 2024, we received concerns that the provider was not meeting some of these requirements.

On 22 March 2024, 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 4 April 2024:

- take appropriate and swift action in relation to allegations disclosed that may affect the suitability of a member of staff
- ensure children's needs are fully met and behaviour is supported appropriately during intimate care routines

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

On 4 April, the provider responded to the actions set. We found that the provider has taken the necessary action in relation to allegations against staff and have improved the support given for children during intimate care routines.

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](#).