

Complaint about childcare provision

Ref: EY551193/5776806

Date: 19 August 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 10 July 2024 we received concerns that the provider was not meeting some of these requirements.

On 30 July 2024 we carried out a regulatory visit. We found that the setting was meeting the required staff:child ratios and that the space available for children was suitable. However, during the visit we found a new area of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage. In relation to this concern we have issued an action for the provider to take. The provider will be able to give parents more information about this.

Action needed by 12 August 2024:

- ensure at least half of the staff working with children aged under two have received training that specifically addresses the care of babies.

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

The provider remains registered with Ofsted.

On 19 August 2024, the provider responded to the action set. We found that the nine staff have now completed appropriate training. This includes those staff working directly with children aged under two years and the management team.

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](#).