

Complaint about childcare provision

Ref: EY338966/5810766

Date: 2 September 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 6 August 2024, the provider notified us of a significant event. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of significant events that may affect a provider's ongoing suitability to remain registered.

On 22 August 2024, we received concerns that the provider was not meeting requirements relating to Safeguarding policies and procedures, Qualifications, training, support and skills, Supporting and understanding children's behaviour and Safety and suitability of premises, environment and equipment.

On 28 August 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 strengthened policies and practices in relation to safeguarding. This includes the procedures to follow if a child suffers an accident and/or injury. Leaders have reviewed how they supervise and support staff and staff have completed training in how to manage children's behaviour effectively. In addition, the provider has reviewed practice to ensure all staff, including apprentices, have a clear understanding of their roles and responsibilities and improvements have been implemented.

The provider will be able to give parents further information about this. 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](#).