

Complaint about childcare provision

Ref: EY376200/5866238

Date: 9 December 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 30 October 2024, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, qualifications, training, support and skills, staff: child ratios, safety and suitability of premises, environment and equipment and health.

On 11 November 2024, the provider notified us about matters relating to the same requirements. 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 any significant event which is likely to affect the suitability of the early years provider to look after children.

On 6 December 2024, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider had reviewed and strengthened their procedures for the safe management of food and drinks. This included improving the deployment of staff and key persons during mealtimes to support children's safety. Record keeping had been improved to help ensure that information is readily available to support the safe management of children's dietary needs. Safeguarding practices, which included the respectful handling of children, were revisited with staff. This included further training linked to safeguarding and respectful handling training. The setting continues to provide ongoing support and coaching for staff.

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](#).