

Complaint about childcare provision

Ref: EY489802/5854986

Date: 19 November 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 17 October 2024, we received concerns that the provider was not meeting requirements relating to staff: child ratios, including staff deployment, risk assessment and staff training, support, and skills.

On 11 November 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.

Actions needed by 2 December 2024:

- ensure staff deployment meets the needs of all children and keeps them safe.
- improve risk assessments to identify, minimise or remove any risks to ensure children's safety.
- effectively monitor staff practices and provide support, coaching and training to ensure they have appropriate skills, knowledge and understanding to fulfil their roles.

On 3 December 2024, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures. They have completed training with staff and this is being monitored through increased oversight from 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.