

Complaint about childcare provision

Ref: EY537872/5876165

Date: 16 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 12 November 2024, we received concerns that the provider was not meeting requirements relating to EYFS requirement safeguarding policies and procedures, staff: child ratios, safety and suitability of premises, environment and equipment and, information and record keeping.

On 12 December 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 13 December 2024:

- ensure that any concerns about children's safety or welfare are immediately escalated in line with local children's safeguarding board reporting procedures.

On 16 December 2024, the provider responded to the action set. We found that the provider had improved their procedures for managing concerns about children's safety and welfare. The provider has introduced additional procedures to review and monitor all safeguarding concerns. This ensures concerns about children's safety and welfare are escalated swiftly and appropriately to help keep children safe.

We are satisfied the provider has met the safeguarding and welfare action 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](#).