

Complaint about childcare provision

Ref: EY294973/5898876

Date: 18 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 4 December 2024, we received concerns that the provider was not meeting requirements relating to information and record keeping, staff:child ratios, key person, and safety and suitability of premises, environment and equipment.

On 16 December 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

Actions needed by 3 January 2024:

- ensure all staff have robust safeguarding knowledge that is in line with the local safeguarding partnerships
- ensure all new and temporary staff have an effective induction so they have a clear understanding of their roles and responsibilities to enable them to meet children's care and learning needs.

On 3 January 2025, the provider responded to the actions set. We found that the provider had improved arrangements to ensure that all staff have robust safeguarding knowledge. They have also strengthened their induction procedures to ensure that new and temporary staff fully understand their roles and responsibilities. We are satisfied that 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](#).