

## **Complaint about childcare provision**

Ref: EY288508/5781812

Date: 7 January 2025

### **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](http://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 July 2024, we received concerns that the provider was not meeting requirements relating to supporting and understanding children's behaviour, staff: child ratios, safety and suitability of premises, environment and equipment and information and record keeping.

On 31 July 2024, we carried out a regulatory telephone call. We found the provider had failed to notify Ofsted of significant changes within the required timescales. We also found the provider was not meeting one 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 21 August 2024:

- improve support for staff to manage children's behaviour appropriately and to keep them safe.

On 20 August 2024, the provider responded to the action set. We found that the provider is taking appropriate steps to improve support for staff, including through relevant training, to understand and manage children's behaviour appropriately. We are satisfied the provider has met the safeguarding and welfare actions raised.

On 18 December 2024 we received concerns that the provider was not meeting the requirement relating to suitable people.

On 6 January 2025 we carried out a regulatory telephone call. We found the provider had failed to notify Ofsted of significant changes within the required timescales. We also found the provider was not meeting one of the requirements. We issued an action for the provider to take.

Action needed by 21 January 2025:

- ensure that Ofsted is provided with the required information to carry out checks and determine the suitability of all directors or members of the governing body.

On 17 January 2025, the provider responded to the action set. We found that the provider has taken steps to ensure that Ofsted is provided with the required details to determine the suitability of the directors of the company. 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](#).