

## **Complaint about childcare provision**

Ref: EY455419/5928065

Date: 4 February 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](http://www.gov.uk/government/publications/early-years-foundation-stage-framework). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 10 January 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, staff to child ratios, health, safety and suitability of premises, environment and equipment, and record keeping. On 3 February 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued action for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 17 February 2025:

improve safeguarding practices to ensure any safeguarding concerns about a child or in the event of an allegation being raised about a member of staff, are notified to agencies with statutory responsibilities without delay, and in line with the Local Safeguarding Children Board procedures (LSCB)

ensure routines are implemented effectively to promote children's health and safety, with particular regards to the supervision of children when they are eating.

We will monitor the provider's response to ensure the actions are successfully completed.

On 11 February 2025 the provider responded to the action's set. We found that the provider had improved their knowledge and understanding of safeguarding policies and procedures and staff to child ratios. The information gathered suggests that the provider is now meeting the requirements of their registration. 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](#).