

Complaint about childcare provision

Ref: EY370891/5892982

Date: 17 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--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 29 November 2024 and on 3 December 2024, we received concerns that the provider was not meeting requirements relating to: Suitable people, Qualifications, training, support and skills, Staff: child ratios, Health, Supporting and understanding children's behaviour, Information and record keeping, and The learning and development requirements.

Further to this, on 13 December 2024, 3 February 2025 and 7 February 2025, we received notifications from the provider about events likely to affect the suitability of an individual or affect the smooth running of the setting.

On 16 January 2025, we carried out a regulatory visit. We found that the provider implemented procedures to help them ensure that staff are suitable for their roles. We found appropriate arrangements for the deployment of staff, including qualifications and training. We found that the provider had suitable arrangements for responding to accidents and injuries.

Additionally, during the regulatory visit on 16 January 2025, we found new areas of concern, and on 24 January 2025, we carried out a further regulatory telephone call. We found that the provider was not meeting some other requirements and had taken action to put this right. The provider had reviewed procedures to help them ensure that all staff understand how to act on information to meet the needs of children with allergy and dietary requirements. However, we found that the provider had failed to notify Ofsted of two significant incidents, which is a requirement of their registration. We identified further breaches. In relation to the new areas of concern, we have served a welfare requirements notice. This is a legal notice that requires the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this.

Action needed by 27 February 2025:

- ensure that leaders and staff understand when to report concerns about children's safety in line with the local authority procedures.

We will monitor the provider's response to ensure the action is successfully completed. 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](#).