

Complaint about childcare provision

Ref: EY386813/5998407

Date: 6 May 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 31 March 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, suitable people, key person, supporting and understanding children's behaviour and information and record keeping.

On 2 May 2025, 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. The provider will be able to give parents further information about this.

Actions needed by 9 May 2025:

- ensure policies and procedures are in line with the guidance and procedures of the relevant Local Safeguarding Partnership, with particular regard to reporting allegations against a member of staff
- ensure staff know and understand the policies and procedures regarding the action to be taken in the event of an allegation being made against a member of staff
- review the key person system to ensure staff can build a settled relationship with children to meet their individual needs, with particular regard to providing babies with consistent support during care routines

We will monitor the provider's response to ensure the actions are successfully completed. The provider is still registered with Ofsted.

On 13 May 2025, the provider responded to the actions set. We found that the provider had updated their safeguarding policy in line with the guidance and procedures of the relevant Local Safeguarding Partnership. They have strengthened staff knowledge and understanding of the policies and procedures regarding the action to be taken in the event of an allegation being made against a member of staff and now display posters in key areas with relevant information for staff to easily access. The provider has updated their key person and nappy changing policies and strengthen staff's understanding of how to implement these, particularly for those children under two years of age.

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](#).