

Complaint about childcare provision

Ref: EY551363/5903832

Date: 8 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. 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, we received concerns that the provider was not meeting requirements relating to Qualifications, training, support and skills and Supporting and understanding children's behaviour.

On 18 December 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has reviewed and enhanced the company's procedures for recruitment and vetting of staff. Checks have been introduced to ensure the company's procedures to supervise, support and mentor staff are followed consistently. Monitoring systems to check that staff understand and follow plans for children with special educational needs and/or disabilities have been implemented. Support has been put in place for the newly promoted management team around handling parental complaints and reporting safeguarding concerns.

We found the provider was not meeting one of the other requirements. We have issued action for the provider to take within the timescales set out. The provider will be able to give parents further information about this.

Action needed by 7 January 2025:

- take all reasonable steps to ensure staff and children are not exposed to risks.

On 20 January 2025, the provider responded to the action set. We found that the provider had retrained staff on how to complete opening and closing checks, identify risks and log them. Staff have been reminded to report any maintenance issues to management at time of being identified. Managers have been briefed on their role in also checking daily for any risks. We are satisfied the provider has met the safeguarding and welfare action 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](#).