

Complaint about childcare provision

Ref: EY282433/5783784

Date: 9 October 2024

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 18 July 2024, we received concerns that the provider was not meeting requirements relating to EYFS requirement Supporting and understanding children's behaviour and EYFS requirement Information and record keeping.

On 1 October 2024, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have served welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 18 October 2024:

- improve arrangements the supervision and oversight of senior managers and leaders to ensure they are adhering to policies and procedures
- ensure senior managers and leaders understand and implement information and any records about staff and children is held securely and only accessible to those who have a right or professional need to see them, in line with Data protection legislation.

We reviewed the providers response and found this to be satisfactory. The provider took appropriate steps to provide coaching to senior managers and leaders to ensure they are adhering to policies and procedures, including understanding information security.

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](#).