

Complaint about childcare provision

Ref: EY556453/5830066

Date: 13 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 16 September 2024, we received concerns that the provider was not meeting requirements relating to children's safety and welfare, staff qualifications, and training, support, and skills.

On 8 April 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 24 April 2025:

- put appropriate measures in place with regard to the use of mobile phones to safeguard children
- ensure that enhanced DBS checks are completed for all staff working with children
- deploy staff effectively to ensure the safe supervision of children at all times
- gather accurate information from parents and other professionals as necessary, about children's health and care needs, to keep children safe
- implement a written complaints procedure and ensure that this is made available on request.

On 23 April 2025, the provider responded to the actions set. We asked the provider for further information, which we received on 14 May 2025.

On 3 June 2025 we met with the provider to discuss their understanding of the safeguarding and welfare requirements. We found that the provider had improved their knowledge and understanding of child protection procedures. They have put appropriate procedures in place regarding the use of mobile phones. The provider ensures all staff working with children have enhanced DBS checks. They have improved staff deployment to ensure children are supervised by suitable adults at all times. The provider has improved information gathering about children's health care needs and the procedures to share this with key staff. They have implemented a written complaints procedure which is readily available.

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](#).