

Complaint about childcare provision

Ref: 2679082/5884109

Date: 6 December 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 20 November 2024, we received concerns that the provider was not meeting requirements relating to qualifications, training, support and skills, key persons, staff: child ratios and safety and suitability of premises, environment, and equipment. The provider also made a notification to Ofsted. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted.

On 5 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 had improved procedures for risk assessing and had made changes to the key-person system. However, we found the provider was not meeting one of the requirements. We have issued an action for the provider to take within the timescale set out below. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 2 January 2025:

- ensure that at least half of all staff caring for children aged under two years have received training that specifically addresses the care of babies.

On 11 December 2024, the provider responded to the action set. We found that the provider had ensured that staff caring for babies had attended appropriate training. 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](#).