

Complaint about childcare provision

Ref: EY136994/5898117

Date: 22 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 4 and 20 December 2024, we received concerns that the provider was not meeting requirements relating to Safeguarding policies and procedures, Safeguarding training, Staff taking medication/other substances, Suitable people, Changes that must be notified, Key person, Staff:child ratios, Training and skills, Supporting and understanding children's behaviour, Accident or injury, Information and record keeping and Information for parents and carers.

On 8 January 2025, we carried out a regulatory visit and on 15 January 2025, we carried out a follow up regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right.

We found that the key person system had been reinstated, meaning all children now have an allocated key person to oversee their care and education. We found that new procedures have been implemented to monitor the ongoing suitability of staff, helping to ensure children are cared for by suitable adults. We also found that changes have been made to staff deployment so that children are now supervised effectively. Furthermore, we found, through, discussion, that leaders have improved their understanding of information that must be notified to Ofsted.

We also found that staff understand and support children's behaviour effectively and that records of accidents and injuries to children are kept and shared appropriately. We found that all staff have received safeguarding training, including the designated safeguarding lead, and that safeguarding policies are in place and implemented.

The provider will be able to give parents further information about this. 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](#).