

Complaint about childcare provision

Ref: EY269706/5866116

Date: 9 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 30 October 2024, we received concerns that the provider was not meeting requirements relating to qualifications, training, support and skills and safety and suitability of premises, environment and equipment.

On 3 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 now ensured that they have a named manager. Also, the provider has ensured the named deputy who, in their judgement, is capable and qualified to take charge in the manager's absence. Furthermore, the provider has reviewed their accident reporting and introduced additional monitoring to consider any emerging patterns. The provider has introduced a summary sheet for each month to help identify patterns, assess the risk and how to prevent future incidents. This means the provider is now meeting the requirements of their registration.

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](#).