

Complaint about childcare provision

Ref: EY367827/5860526

Date: 19 November 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 24 and 25 October 2024, we received concerns that the provider was not meeting requirements relating to safety and suitability of the premises, environment and equipment and safeguarding policies and procedures.

On 31 October 2024, we carried out a 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 provider took prompt action to reassess staff's supervision of children and has assessed the potential risks to ensure children are safe. We found that more robust procedures have been introduced to ensure children's safety, in particular at collection time. This includes extra staffing, CCTV and a new lock on the double entry gates. A new, high, security perimeter fence is also on order. A review, followed by refresher training of safeguarding and risk assessment policies and procedures have been shared with all staff to ensure they understand their roles and responsibilities to keep children safe. The provider has also put in place procedures to ensure this knowledge is consistently maintained by staff.

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](#).

