

Complaint about childcare provision

Ref: EY437997/5775677

Date: 11 October 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 9 July 2024 and 23 September 2024, we received concerns that the provider was not meeting requirements relating to Suitable people, Qualifications, training, support and skills, Supporting and understanding children's behaviour and Staff:child ratios.

On 30 September 2024, 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. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 18 October 2024:

- ensure an accurate record is made of any occasion where physical intervention is used.

We received a suitable response from the provider. They have introduced a new policy and record book for any incidents that occur. They have also trained all staff and shared the information with parents. We are satisfied the provider has met the action.

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](#).