

## **Complaint about childcare provision**

Ref: 2509323/5874602

Date: 14 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-foundationstage-framework--2](http://www.gov.uk/government/publications/early-years-foundationstage-framework--2). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 7 November 2024, we received concerns that the provider was not meeting requirements relating to suitable people Food and drink, Safety of premises, Outdoor access, Information and records, Information for parents, Changes to Ofsted.

On 28 November 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. 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. The provider is still registered with Ofsted.

Actions needed by 11 December 2024:

- immediately notify local safeguarding partners when there is a concern about children's safety and welfare
- ensure that all food provided for children is healthy, balanced and nutritious
- improve the learning environment, communication with parents, and staff knowledge to provide children with consistent support to manage their behaviour
- establish effective relationships with all families to promote children's best interests and to help keep them safe

- support staff to implement a curriculum that is effective in meeting the needs of children and promoting their learning and development.

We will monitor the provider's response to ensure the actions are successfully completed.

### **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](#).