

Complaint about childcare provision

Ref: 2518130/5864422

Date: 13 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 8 October 2024, we received concerns that the provider was not meeting requirements relating to suitability.

On 9 December 2024, we carried out an inspection and found the provider was not meeting some of these requirements. The overall effectiveness of the provision was judged to be inadequate. The inspection report sets out the actions the provider was required to take to meet the requirements. The report will be published in due course.

Following the inspection, we informed the provider of our intention to serve a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions needed by 11 December 2024

- ensure that assistants are not left in sole charge of children for more than two hours per day.

On 11 December 2024, following the inspection, the provider notified us of their wish to resign their registration. As a result, we were unable to monitor the provider's response to ensure the actions were successfully completed.

The provider is no longer 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.