

Complaint about childcare provision

Ref: 2536411/5431247

Date: 21 July 2023

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 02 May 2023, we received concerns that the provider was not meeting some of these requirements.

On 21 June 2023, 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.

Actions needed by 17 July 2023:

- improve understanding of changes that must be notified to Ofsted, in particular, in the event of an allegation being made against you or any other adult associated with your setting.

On 18 July 2023, we carried out a regulatory telephone call. The focus of the call was to check whether the provider had met the safeguarding and welfare actions raised in the welfare requirement notice. We found the provider had refreshed and improved their understanding of changes that must be notified to Ofsted. Additionally, the provider demonstrated they understood the timescale within which they are required to make notifications to Ofsted.

We are satisfied the provider has met the safeguarding and welfare actions raised. The provider demonstrated they are able to respond to allegations appropriately. 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](#).