

Complaint about childcare provision

Ref: 2639758/5633192

Date: 16 January 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 12 January 2024, we received concerns that the provider was not meeting some of these requirements.

On 15 January 2024, we carried out a regulatory telephone call. 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.

Action needed by 16 January 2024:

- improve the supervision of children on outings to keep them safe at all times.

On 18 January 2024, we carried out a monitoring visit. We found that the provider had improved their knowledge and understanding of how to keep children safe on outings and now fully understands their responsibilities.

We are satisfied the provider has met the safeguarding and welfare action raised. 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](#).