

Complaint about childcare provision

Ref: 2704516/5752656

Date: 19 June 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 11 June 2024, we received concerns that the provider was not meeting some of these requirements.

On 14 June 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. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 2 July 2024:

- ensure Ofsted are provided with the relevant information in a timely manner to carry out suitability checks on adults working on the premises
- ensure any assistants have passed any required checks to fulfil their roles especially in regard to being included in ratios
- ensure anyone whose suitability has not been checked does not have unsupervised contact with the children being cared for.

On 25 June 2024, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of recruitment and suitability of assistants.

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