

Complaint about childcare provision

Ref: 2740891/5719461

Date: 9 May 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 3 April 2024, we carried out an inspection and found the provider was not meeting some of these requirements. The report and inspection outcome will be published in due course.

On 30 April 2024, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions, raised at their last inspection.

We found the provider now completes an accurate daily record of children's attendance as required. The provider had improved her knowledge of the staff qualification requirements. In addition, the provider recognised the importance of gathering information from other settings where children attend to order to provide consistency of care and meet children's individual needs.

However, during the regulatory visit on 30 April 2024, we found new areas of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage. In relation to the new areas of concern, we 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 15 May 2024:

- ensure ratios are met at all times to ensure the individual needs of all children are adequately met
- ensure accidents are identified and swiftly shared with parents so children can be suitably monitored

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](#).