

Complaint about childcare provision

Ref: EY222632/5780579

Date: 7 October 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 15 July 2024, we received concerns that the provider was not meeting requirements relating to staff-to-child ratios.

On 30 September 2024, 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. The provider is still registered with Ofsted.

Actions needed by 16 October 2024:

- ensure the required adult-to-child ratios are always maintained
- ensure a daily record of the names of all children being cared for on the premises and their hours of attendance is always documented.

We will monitor the provider's response to ensure the actions are successfully completed.

On 11 November 2024, we found the provider had met the actions set in the welfare requirements notice. The provider ensures a daily record of children's attendance and the appropriate adult-to-child ratios are maintained.

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](#).