

Complaint about childcare provision

Ref: EY294652/5909529

Date: 23 December 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 16 December 2024, we received concerns that the provider was not meeting requirements relating to staff: child ratios, Supporting and understanding children's behaviour, Safety and suitability of premises, environment and equipment, and Information and record keeping.

On 19 December 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.

Actions needed by 6 January 2025:

- take all reasonable steps to ensure children in your care are not exposed to risks, including ensuring chemicals are not accessible
- keep a daily record of the names and hours attendance for all children in your care
- ensure you have an accurate understanding of the things that must be notified to Ofsted.

On 6 January 2025, the provider responded to the actions set. We found that the provider had taken steps to reduce the risks to children at the setting, implemented a daily record of children's attendance and improved their knowledge and understanding of the things that must be notified to Ofsted. 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](#).