

Complaint about childcare provision

Ref: EY413169/5760141

Date: 17 July 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-foundationstage-framework--2 If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 19 June 2024, the provider notified us that for a brief period of time children had not been adequately supervised. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant incident.

On 26 June 2024, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements with regards to staff: child ratio and the deployment of staff and had taken action to put this right. The provider ensures adequate supervision of children. When staff meet to exchange handover information, this now takes place where staff can see children at all times.

The provider will be able to give parents further information about this. 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](#).