

Complaint about childcare provision

Ref: EY437798/5660093

Date: 18 April 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 February 2024, we received concerns that the provider was not meeting some of these requirements. On 22 March 2024, the provider notified us of a significant event. 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 any significant event which is likely to affect the suitability of the early years provider to look after children.

On 27 March 2024, we carried out a regulatory telephone call. 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.

Actions needed by 11 April 2024:

- ensure that parents are informed promptly of any accidents or injuries their child sustain at the setting and staff understand and implement the setting's policies and procedures in this regard
- ensure that Ofsted is provided with the required information to carry out checks and determine the suitability of the directors of the company.

On 12 April 2024, we found that the provider had met some of actions set in the welfare requirement notice but not others. The provider has taken steps to ensure that parents are informed promptly of accidents or injuries.

We have served another 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.

Actions needed by 6 May 2024:

- ensure that Ofsted is provided with the required information to carry out checks and

determine the suitability of all directors/trustees of the company.

On 8 May 2024 and 13 May 2024 we carried out regulatory telephone calls. We found that the provider has taken steps to ensure that all directors of the company are known 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](#).