

Complaint about childcare provision

Ref: EY453698/5873680

Date: 31 January 2025

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 08 November 2024, we received concerns that the provider was not meeting some of these requirements.

On 12 December 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 17 January 2025:

- implement effective risk assessments which help staff to identify areas of the environment that pose a risk to children, and ensure they take action to remove or minimise these
- ensure a daily record of the names of the children being cared for on the premises, their hours of attendance and the names of each child's key person is maintained at all times
- train and support staff to offer quality learning and development experiences for all children.

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](#).

