

Complaint about childcare provision

Ref: 2680217/5792941

Date: 21 August 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 31 July 2024, we received concerns that the provider was not meeting some of these requirements.

On 31 July 2024 and 1 August 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. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 12 August 2024:

- ensure that staffing arrangements keep children safe and meet their needs
- take all reasonable steps to ensure that children do not leave the premises unsupervised and to prevent unauthorised persons entering the premises
- take all reasonable steps to ensure staff and children in your care are not exposed to risks and demonstrate how you are managing risk
- improve your knowledge and understanding of all significant events that must be notified to Ofsted
- implement a procedure to ensure that any allegation that a person working with children has acted in a way that may pose a risk of harm to children, is notified within the procedures of your local safeguarding children partnership.

On 22 August 2024, we conducted a full inspection to monitor the notice. Please see details of the report when published.

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](#).