

Complaint about childcare provision

Ref: 2509138/4364926

Date: 9 January 2020

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 23 October 2019 and 14 November 2019 we received concerns that this provider was not meeting some of these requirements. The provider also notified Ofsted of an incident. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements in respect of this.

On 7 January 2020 we visited the provider and found that requirements were being met relating to nappy changing, staff ratios, learning and development and the complaints procedures. The provider had also taken action in regards to the notification. However, during the visit, we served a notice to improve that asks the provider to take the action 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

'support all babies in developing strong emotional attachments to key caregivers to ensure they feel consistently settled and secure' by 5 February 2020.

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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).