

Complaint about childcare provision

Ref: 2593807/4881238

Date: 9 September 2021

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 19 August 2021, we received concerns that the provider was not meeting some of these requirements.

On 1 September 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. 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 September 2021:

- ensure that you remain alert to any issues of concern in a child's life at home or elsewhere
- notify agencies with statutory responsibilities of any concerns about children's safety and welfare without delay
- ensure that you do not exceed the permitted number of young children attending in line with Early Years Foundation Stage requirements.

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](#).

