

Complaint about childcare provision

Ref: EY336813/5585771

Date: 22 November 2023

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 8 November 2023, we received concerns that the provider was not meeting some of these requirements.

On 20 November 2023, 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.

Actions needed by 30 November 2023:

- ensure children are adequately supervised, including while eating and are in sight and hearing of adults caring for them to ensure their safety
- ensure that exceptions to the usual adult to child ratios are only made where the individual learning and welfare needs of all children can still be met
- ensure compliance with the indoor space requirements of the early years foundation stage statutory guidance so that children have sufficient space to play safely
- take all reasonable steps to ensure children are not exposed to risks, with particular regard to assessing and minimising risks in the conservatory.

We will monitor the provider's response to ensure the actions are successfully completed.

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](#).