

Complaint about childcare provision

Ref: EY489699/5609842

Date: 23 January 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-foundationstage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 7 December 2023, we received concerns that the provider was not meeting some of these requirements.

On 15 January 2024, we carried out a regulatory telephone call. We found the provider was not meeting one of the requirements and had taken action to put this right. The provider has taken steps to ensure children are within sight and/or hearing at all times.

However, during the regulatory telephone call on 15 January 2024, we found new areas of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage. Additionally, we found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

In relation to the new area of concern, on 15 January 2024, we issued actions for the provider to take.

Actions needed by 25 January 2024:

- share relevant information with parents and carers so that they are fully aware of any incidents or occasions when their child's safety has been compromised.

On 19 January 2024, the provider responded to the action set. We found that the provider had shared relevant information with parents and carers through meetings and follow up discussions. We are satisfied the provider has met the safeguarding and welfare actions raised.

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](#).