

Complaint about childcare provision

Ref: EY544970/5602804

Date: 6 December 2023

Summary of outcome

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 27 November 2023, we received concerns that this provider was not meeting some of these requirements. The concerns relate to safeguarding requirements, including suitable people and changes that must be notified to Ofsted.

On 6 December 2023, we completed a telephone regulatory event and found that the provider was not meeting some of the requirements. The provider has failed to notify Ofsted of changes to committee members, including changes to the nominated individual, so that suitability checks can be carried out.

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 03 January 2024:

- ensure Ofsted are notified of any changes to committee members, including changes to the nominated individual, so suitability checks can be carried out.

We will monitor the provider's response to ensure the action is successfully completed.

On 5 February 2024 we completed an inspection. We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).

