

## **Complaint about childcare provision**

Ref: 206743/5633965

Date: 6 February 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-foundation-stage-framework--2](https://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 15 January 2024, we received concerns that the provider was not meeting some of these requirements.

On 23 and 24 January 2024, we carried out regulatory telephone calls with the provider. We found the provider was not meeting some of the requirements. 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.

Actions needed by 31 January 2024:

- ensure relevant information is obtained and shared with other professionals working with children, such as social services, to ensure the needs of children are met and the setting is safely and efficiently managed.

On 5 February 2024, we carried out a regulatory visit to monitor the welfare requirements notice. We found that the provider had improved systems to share information and communicate with other professionals.

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](#).