

Complaint about childcare provision

Ref: EY540415/5662161

Date: 18 April 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 9 February, 11 March 2024 and 3 April 2024, we received concerns that the provider was not meeting some of these requirements.

On 4 April 2024, we carried out a regulatory visit. 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. The provider is still registered with Ofsted.

Actions needed by 15 April 2024:

- 3.40;3.41;3.42;3.43 ensure that you meet the required minimum ratios, as prescribed in the Statutory framework for the early years foundation stage across all age ranges of children attending
- 3.36 ensure that staffing arrangements meet the needs of all the children attending and provide adequate supervision across the day.

On 16 April 2024, we carried out an inspection and found the provider was meeting requirements. The report and inspection outcome will be published in due course.

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](#).