

Complaint about childcare provision

Ref: 404856/5688865

Date: 23 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 19 March 2024, we received concerns that the provider was not meeting some of these requirements.

On 18 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.

Actions needed by 10 May 2024:

- improve arrangements for risk assessment to identify any risks to children's safety and take steps to minimise or remove these, with particular regard to ensuring equipment and resources are safely secured
- ensure all staff receive effective and regular support and coaching to help them implement an ambitious curriculum and improve the quality of their interactions
- ensure an effective key-person system is in place where staff build relationships with families and share relevant information with them about their child's care and learning.

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](#).