

Complaint about childcare provision

Ref: EY501157/5728388

Date: 17 June 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 09 May 2024, we received concerns that the provider was not meeting some of the requirements. On 12 June 2024, we carried out a regulatory visit. We found that the provider was not meeting some of the requirements. During the visit it was found that staffing arrangements were not meeting the needs of all children. We have served a notice to improve. This is a legal notice which requires the provider to take the action in the timescales set out. The provider will be able to give parents more information about this.

We issued actions for the provider to take within the timescales set out.

Action needed by the 25 June 2024:

staffing arrangements must meet the individual needs of all children and ensure they are adequately supervised at all times.

On the 24 June 2024 we received information from the provider on the action taken. The provider has reviewed staffing arrangements to ensure that ratios meet the individual needs of children. We are satisfied that the provider has taken appropriate action to meet the requirements.

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](#).

