

Complaint about childcare provision

EY462210/C337444

Date: 26/03/2018

Summary of complaint

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 25 January 2018, we received information that raised concerns that the provider was not meeting some of these requirements. We visited the setting on 14 March 2018 and issued a notice to improve. 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:

develop an up-to-date knowledge and understanding of child protection legislation including the 'Prevent' duty guidance to keep children and their families safe, by 6 April 2018

improve understanding of the early years foundation stage statutory framework, in particular the requirement to notify Ofsted of any significant event, by 6 April 2018

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 for five years commencing on the date we complete our investigation.

For further information on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted