

Complaint about childcare provision

Ref: 311248/4316567

Date: 9 October 2019

Summary of outcome

Early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage, (EYFS) 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 8 October 2019, we received information that raised concerns that this provider was not meeting one of these requirements. We have sent a Notice to Improve. This requires the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this.

Action:

- ensure all practitioners, and the leadership team, have appropriate training, skills and knowledge, and a clear understanding of their roles and responsibilities. In this case by ensuring that there is a sound knowledge and understanding of available support and partnership working for children and families by 22 October 2019.

The provider told us that they had taken action to improve the knowledge and understanding of staff about the support which is available locally for children and families. We were satisfied with their response.

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

For further information about the complaints process please view the [Concerns and](#)

complaints about childminders and childcare providers leaflet.