

## **Complaint about childcare provision**

Ref: 132283/4429321

Date: 18 May 2020

### **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](http://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 31 October 2019, we received concerns that this provider was not meeting some of these requirements. We informed the provider of the concerns and asked them to look into these and provide us with a response setting out any action they needed to take to continue to meet the requirements of registration. The provider told us they had taken the following action.

The provider is still registered with Ofsted.

Actions taken:

- Improved monitoring and assessment systems have been implemented routinely.
- Implementation of an improvement plan, that identifies what improvements are needed and how they can be achieved.
- Additional supervision and will be provided for all staff to identify any areas for development or concerns about any matters that impacts on the setting's ability to meet the needs of each of the children.
- Additional training has been completed and scheduled to ensure that the provider drives the ongoing improvement setting.
- A review of all policies and procedures has been completed and will continue to be reviewed on an ongoing basis. This includes procedures in regard to monitoring, storage and administration of medication.

We are satisfied with the action taken by the provider.

### **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](#).