

Complaint about childcare provision

Ref: EY553819/4567500

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

On 1 September 2020 we received concerns that this provider was not meeting some of these requirements. We visited on 15 September 2020, and although not connected to the original concern, a breach of requirements was identified. We have served a Notice to Improve. This is a legal notice that requires the provider to take the action below within the timescales set out.

Action required by 12 October 2020:

ensure that all staff consistently implement the setting's behaviour policy to give continuity for children across the nursery

provide closer monitoring of staff practice to ensure all gaps in their knowledge are identified and addressed.

The provider responded promptly and appropriately to the notice.

The provider will be able to give parents further information about this. 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.](#)