

## **Complaint about childcare provision**

Ref: EY257456/4549109

Date: 25 November 2020

### **Summary of outcome**

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage which can be found at: <https://www.gov.uk/government/publications/early-years-foundation-stage-framework--2>](https://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 21 October 2019, we carried out an inspection and found the provider was not meeting some of these requirements. The overall effectiveness of the provision was judged to be requires improvement. The inspection report sets out the actions the provider was asked to take to meet the requirements.

On 30 September 2020, the provider notified us that they had received a complaint. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any significant event.

On 19 November 2019, 2 February 2020 and 28 February 2020 we received concerns that the provider was not meeting some of the early years foundation stage requirements.

On 3 November 2020, while routine inspections were suspended, we carried out an interim visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions, raised at their last inspection and to consider the concerns received since.

We found that, although the provider had made some progress towards meeting the action set during the last inspection, they have not yet fully met it. We have therefore issued actions for the provider to take.

Actions needed by 20 November 2020:

- strengthen the arrangements for training, staff supervisions, coaching and support to ensure that new initiatives are shared across the setting, so that the quality of curriculum and the quality of teaching can be consistently good throughout

We found that the provider had strengthened their arrangements for staff training, supervision and support and are satisfied that this safeguarding and welfare requirement has been met.

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](#).