

Complaint about childcare provision

Ref: EY256994/4844084

Date: 16 August 2021

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 19 Jul 2021, we received concerns that the provider was not meeting some of these requirements.

On 26 July and 13 August 2021, we carried out regulatory visits. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 27 August 2027:

- complete initial observations of children to accurately identify their starting points and plan a challenging and enjoyable learning experience
- provide parents with accurate guidance and information about how they can support their children's learning at home

We will monitor the provider's response to ensure the action/s are successfully completed.

Information was received 23 August 2021. We found that the provider had improved understanding of identifying children's initial starting points. She is aware of the importance of using this information to plan a challenging and enjoyable learning experience from the very beginning. The provider also demonstrates that she understands the importance of providing parents with accurate guidance and information about how they can support their children's learning at home.

We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).