

## **Compliance action taken for childcare provision**

Ref: EY305398/4913863

Date: 15 October 2021

### **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 04 October 2021, we received concerns that the provider was not meeting some of these requirements. The provider will be able to give parents further information about this.

On 13 October 2021, we carried out a regulatory telephone call. We established that some of the requirements were not being met and a notice to improve was issued.

Actions needed by 12 November 2021:

- ensure written complaints from parents/carers are investigated fully and that the complainant is notified of the outcome of the investigation within 28 days, in line with your setting's complaint's policy and the EYFS statutory requirements.

We will monitor their progress.

The provider is still registered with Ofsted.

### **Publication of compliance action**

We aim to ensure that the welfare of children and young people is protected in the services we regulate. The Childcare Act 2006 and accompanying regulations set out our responsibilities to regulate childminders and childcare providers. This includes the enforcement powers we have in relation to those registered providers who do not comply with the requirements for registration.

We publish details of any actions we take, or the childminder or childcare provider takes to bring about compliance with requirements on our website for a period of five years.

For further information please read the Early years compliance handbook which can be found here at [www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted).

