

## **Complaint about childcare provision**

Ref: EY557605/5177338

Date: 21 September 2022

### **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 out

[www.gov.uk/government/publications/early-years-foundation-stage-framework-2](http://www.gov.uk/government/publications/early-years-foundation-stage-framework-2).

On the 7th of June and the 30th of August we received concerns that the provider was not meeting some of these requirements.

On the 7th of July 2022 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 inadequate. Inspection report sets out the actions to providers required to take to meet the requirements.

On the 13th of September 2022 we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions and or learning and development actions raised at their last inspection.

The provider responded to the action set. We found the provider had improved their knowledge and understanding of child protection procedures, meeting the needs of children with special needs . Furthermore, they have taken steps to improve how they ensure information to parents and carers is consistent in keeping them up to date. 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](#).