

Complaint about childcare provision

Ref: EY542265/5310140

Date: 14 March 2023

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 21 November 2022, we received concerns that the provider was not meeting the requirements.

On 23 January 2023, we carried out an unannounced visit. 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.

Actions needed by 10 February 2023:

ensure concerns regarding children's development in the prime areas of learning are communicated promptly to parents and swift interventions are put in place

ensure that staff understand developmentally appropriate strategies to manage children's behaviour

ensure all activities are appropriately risk assessed, taking into account the individual needs of children.

On 9 February 2023, the provider responded to the actions set. We are satisfied the

provider has met the 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](#).