

Complaint about childcare provision

Ref: 2555134/5300962

Date: 16 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 22 July 2022 and 10 November 2022, we received concerns that this provider was not meeting some of these requirements. On 5 January 2023, we carried out a regulatory visit and found the provider did not meet some of the learning and development requirements. We have issued a Notice to Improve that requires the provider to improve the quality of the curriculum, learning environment, activities, and experiences for children. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.'

Actions needed by 03 February 2023: Education programmes LD1 monitor and improve the quality of the curriculum and staff practice to ensure children make at least good progress. Planning LD2 provide a learning environment, activities, and experiences for children that includes purposeful play and a mix of adult-led and child-initiated activities to provide a challenging and enjoyable experience for all children across all seven areas of learning. On 3 March 2023 we received a response from the provider, and we are satisfied they have met the learning and development 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](#).