

Complaint about childcare provision

Ref: EY486949/5398901

Date: 20 April 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 16 and 28 March 2023, we received concerns that the provider was not meeting some of these requirements. The provider also notified us of significant events on 28 March and 5 April 2023. The notifications mean that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant event.

On 3 and 14 April 2023, we carried out regulatory telephone calls and viewed documentation supplied by the provider. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider closed the setting for two weeks to provide training and support to staff to improve their knowledge of the setting's policies and procedures. The provider revisited the setting's policies and procedures with all staff, in particular with regards to supporting children with special educational needs and/or disabilities, safeguarding and managing children's behaviour. The provider has also reviewed staff deployment procedures and have revised and updated the induction procedures for staff.

The provider will be able to give parents further information about this.

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](#).

