

## **Complaint about childcare provision**

Ref: EY318514/5426244

Date: 1 June 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](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 23rd April 2023, the provider notified us of a significant event, subsequently we also received concerns on the 25th, 26th and 28th April 2023. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any significant events. On 3rd May 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

Actions needed by 2nd June 2023.

ensure staff are deployed sufficiently to meet the needs of all children

review the organisation of some activities and routines to ensure children remain interested and engaged in purposeful learning

provide children with planned, purposeful, and stimulating play activities, based on their individual interests, to ensure that children receive appropriate levels of support across all areas of learning

ensure staff provide good quality learning experiences, and effective support and interaction, to engage all children to help them make good progress.

On the 30th May 2023, the provider responded to the actions set. We found that the provider had improved staff deployment and effectively reviewed the quality of teaching. We are satisfied the provider has met the actions raised. The provider will be able to give parents 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](#).