

## **Complaint about childcare provision**

Ref: EY497230/5473179

Date: 24 July 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 25 June 2023, we received concerns that the provider was not meeting some of these requirements. On 20 July 2023, we carried out an unannounced visit. We found the provider was not meeting some of the requirements. We issued two actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 08 August 2023:

develop and implement an effective curriculum to ensure that children can build on what they already know and can do

ensure the environment is planned and organised to meet the individual needs and interests of children.

We will monitor the provider's response to ensure the actions are successfully completed.

On 14 August 2023, the provider responded to the actions set. We found that the provider had taken steps to improve the staff's knowledge and implementation of the curriculum and ensure that the environment is organised to meet children's needs and help them to build on what they already know and can do.

We are satisfied the provider has met the safeguarding and welfare and 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](#).