

Complaint about childcare provision

Ref: EY550406/5443632

Date: 15 August 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 17 May 2023, we received concerns that the provider was not meeting some of these requirements.

On 29 June 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 21 July 2023:

- ensure there are robust arrangements for staff supervision and that these are implemented consistently, so that all staff receive effective support, coaching and training.

We have reviewed the provider's response to the action raised. Leaders have revised the supervision arrangements for staff to ensure that staff consistently benefit from regular and purposeful supervision sessions. They have reflected on and amended internal policy and informed staff of these positive changes. We are satisfied with the action taken. The provider remains 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](#).

