

Complaint about childcare provision

Ref: 2707705/5497172

Date: 29 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 24 July 2023 and 2 August 2023, we received concerns that the provider was not meeting some of these requirements.

On 20 July 2023, the provider notified us of an allegation against a staff member. 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 significant events.

On 22 August 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. The provider will be able to give parents further information about this.

Actions needed by 21 September 2023:

- ensure leaders put in place an effective system for the training and coaching of the manager and staff team to help foster a culture of mutual support and teamwork
- make sure progress checks for children between the ages of two and three years are fully completed and shared with parents.

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](#).