

Complaint about childcare provision

Ref: 2641065/5651516

Date: 12 March 2024

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 31 January 2024, we received concerns that the provider was not meeting some of these requirements.

On 28 February 2024, we carried out a regulatory visit. We found the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. We found the provider was not meeting some of the requirements and had taken action to put this right. There had been breaches of the requirements in relation to food and drink. The provider had implemented new systems for the arrangements of the breakfast provision and staff now fully understood their responsibilities.

We also found the provider was not meeting the requirements in relation to understanding and supporting children's behaviour. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 20 March 2024:

- provide staff with continuing professional development that enables them to understand and support children's behaviour effectively.

On 28 March 2024, the provider responded to the action set. We found that they had taken

steps to provide staff with further development and training to help them understand and support children's behaviour.

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