

Complaint about childcare provision

Ref: 153449/5902918

Date: 14 January 2025

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 9 December 2024, we received concerns that the provider was not meeting requirements relating to qualifications, training, support and skills and learning and development considerations.

On 19 December 2024, 6 January and 10 January 2025, we carried out regulatory telephone calls to the provider. 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 31 January 2025:

- provide support and coaching for staff to ensure they quickly identify when children need further support with their development
- ensure children who require additional support, including those with special educational needs and/or disabilities, receive targeted help to meet their individual needs.

On 30 January 2025, the provider responded to the actions set. We found leaders and staff have attended training and have sought guidance from other professionals to identify children's individual needs. They have put support in place for children with delays in their development, to help them to make better progress in their learning. We are satisfied the provider has met the 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](#).