

Complaint about childcare provision

Ref: 2693788/5847994

Date: 21 November 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-foundationstage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 16 October 2024, we received concerns that the provider was not meeting requirements relating to the learning and development requirements, qualifications, training, support, and skills, staff: child ratios and supporting and understanding children's behaviour.

On 20 November 2024, 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 5 December 2024:

- ensure staffing arrangements meet the learning and development needs of children and ensure their safety with particular regard to consistent arrangements for effective and adequate supervision, which are shared with parents and/or carers
- ensure that all staff are adequately qualified and equipped to fulfil their roles and responsibilities to meet the needs of all children and ensure their safety
- provide a named deputy who is capable and qualified to take charge in the manager's absence
- ensure effective arrangements are in place to support children with Special Educational Needs and Disabilities (SEND) with particular regard to the number of staff and range of resources available to them

- improve staff's knowledge and understanding of how to support, understand, and manage children's behaviour in an appropriate way
- ensure the individual needs, interests, and development of each child is carefully considered and used to inform the planning of challenging and enjoyable experiences for each child in all areas of learning and development.

On 22 November 2024, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of, Special educational needs and disability (SEND) code of practise, how to provide sensory and challenging activities for children and children's emotional needs. In addition, the provider has appointed an additional deputy manager who is equipped to fulfil their roles and responsibilities. We are satisfied the provider has met the safeguarding and welfare 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](#).