

Complaint about childcare provision

Ref: 2742278/5619391

Date: 12 January 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 20 December 2023, we received concerns that the provider was not meeting some of these requirements.

On 4 January 2024, we carried out a regulatory telephone call. We found that the provider has suitable arrangements in place to monitor the provision. This includes regular visits from the manager who manages several nurseries and a suitable deputy manager is in place to lead the nursery in her absence. The manager ensures that sufficient staff are in place to provide continuity for children's care.

We found the provider was not meeting some of the requirements and had taken action to put this right. The providers had not ensured that the arrangements to support children with special education needs and/or disabilities (SEND) were robust enough. SEND referrals and assessments were not supported in a timely and efficient way. The provider identified this issue and appropriate action has been taken. The manager has taken on the role of special educational needs coordinator so the provider can be confident that children are now receiving the support they require. The provider will be able to give parents further information about this. 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](#).