

Complaint about childcare provision

Ref: EY266867/5610941

Date: 6 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 8 December 2023, we received concerns that the provider was not meeting some of these requirements.

On 29 January 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 28 February 2024:

- put arrangements in place to support children with special educational needs and/or disabilities.

On 23 February 2024, the provider responded to the action set. We found that the provider had improved their knowledge of supporting children with special educational needs and/or disabilities. The provider and assistants are attending training course to support their learning. This includes training on autism and attention deficit hyperactivity disorder. Furthermore, the provider has improved the environment and revised the curriculum so that it is more accessible to children.

We are satisfied the provider has met the safeguarding and welfare 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.