

Complaint about childcare provision

Ref: EY296726/5817527

Date: 28 October 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 30 August 2024, we received concerns that the provider was not meeting requirements relating to supporting and understanding children's behaviour.

On 17 October 2024, we carried out a regulatory telephone call. 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.

The provider is still registered with Ofsted.

Actions needed by 29 November 2024:

- improve the arrangements in place to support children with Special Educational Needs and Disabilities (SEND)

- obtain and share relevant information with other professionals to ensure that children's needs are met.

On 24 November 2024, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding how to support children who have SEND. They have also made improvements to their understanding of keeping relevant

records to ensure that children's needs are met.

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](#).