

## **Complaint about childcare provision**

Ref: EY392763/4397033

Date: 7 January 2020

### **Summary of outcome**

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 4 December 2019, we received concerns that this provider was not meeting some of these requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Action needed by 7 January 2020:

improve communication with parents and other agencies to assess and meet the needs of children with special educational needs and/or disabilities (SEND) so that any gaps in children's development are rapidly identified, acted upon and reduced.

ensure there are robust arrangements in place to support children with special educational needs and/or disabilities (SEND).

improve the supervision of staff to ensure they have opportunities to discuss any concerns about children's individual development.

ensure that every child's learning and care is tailored to meet their individual care and learning needs with particular regard to toilet training and that the key person helps families engage with more specialist support if appropriate.

We visited the provider on 7 January 2020 and we are satisfied with the action taken. The provider remains 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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).