

Complaint about childcare provision

Ref: EY487177/5076277

Date: 27 April 2022

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 7 March 2022 we received concerns that the provider was not meeting some of these requirements.

On 1 April 2022 and 26 April 2022 we carried out regulatory telephone calls. We also reviewed documentation that the provider shared with us. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider had improved their procedures to meet the needs of children with special educational needs and/or disabilities (SEND). For example, the Special Educational Needs Coordinator had made stronger links with local support services, to increase the help they could give to children and their families. The provider had also increased the number of staff trained to specifically support children with SEND. This meant that they could cover any staff absences to ensure that any child in need of one-to-one support consistently received this. The provider had also reflected on how they had worked with parents of children with SEND and made improvements to their communication methods. 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](#).