

Complaint about childcare provision

Ref: EY463241/5287337

Date: 21 December 2022

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 25 October 2022, we received concerns that the provider was not meeting some of these requirements.

On 16 November 2022, 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 30 November 2022:

- strengthen the supervision arrangements to provide support, coaching and training for staff to help them to manage children's behaviour and support children with special educational needs and/or disabilities.

On 29 November, the provider responded to Ofsted with the steps they have taken to complete the action. All staff have completed online courses and are receiving coaching from a specialist team. This is to help them to manage children's behaviour and support children with special educational needs and/or disabilities. Senior staff are working towards awards for special educational needs coordinators. 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](#).