

Complaint about childcare provision

Ref: 2517392/5431297

Date: 5 June 2023

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 27 April 2023, we received concerns that the provider was not meeting some of these requirements.

On 11 May 2023, we carried out a regulatory visit. We found that 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.

Actions needed by 2 June 2023:

- ensure that all staff are aware of who the Special Educational Needs Co-ordinator is
- deploy staff effectively to meet the individual needs of all children who attend.

On 1 June 2023, the provider responded to the actions set. We found that the provider had revisited policies and procedures with staff to ensure that they are all aware of who the SENDCO is. Visual reminders have also been displayed. The provider has retrained staff and improved staff deployment. Children are now deployed with staff who can meet their individual needs.

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.