

Complaint about childcare provision

Ref: EY289526/5577392

Date: 22 November 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 01 November 2023, we received concerns that this provider was not meeting some of these requirements. On 20 November we carried out a regulatory visit and found the provider was not meeting some of these requirements. We have issued actions for the provider to take.

Actions needed by 19 December 2023

improve staff knowledge of how to identify potential hazards and take action to minimise the risk

implement effective arrangements to support the individual needs of children with special educational needs and/or disabilities (SEND) in accordance with the SEND code of practice.

On 19 December 2023, the provider responded to the actions set. We found that the provider had taken action to improve staff knowledge of risk assessments through updated training and discussions. They have also taken action to implement effective arrangements for children with SEND. This includes further training for staff and ensuring that support plans have been completed for those that need them.

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.