

Complaint about childcare provision

Ref: EY477432/5694799

Date: 1 May 2024

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 March 2024, we received concerns that the provider was not meeting some of these requirements.

On 24 April 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

Action needed by 7 May 2024:

provide staff with support to understand how to manage children's behaviour appropriately.

Action needed by 14 May 2024:

improve procedures to support children who have special educational needs and/or disabilities (SEND) to meet their individual needs.

On 10 May 2024, the provider responded to the actions set. We found the provider had improved their understanding of how to manage children's behaviour more appropriately, and they had also supported staff to develop their understanding of how to implement these strategies effectively. Staff have worked with professionals and parents to put strategies in

place to support children's individual needs. Leaders and staff have made changes to the daily routines to support children during busy transition times. We are satisfied the provider has met the safeguarding and welfare actions raised.

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](#).