

Complaint about childcare provision

Ref: EY289589/5727909

Date: 12 July 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 9 May 2024, we received concerns that the provider was not meeting some of these requirements.

On 15 May 2024, we carried out a regulatory telephone call. We found 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 7 June 2024:

- ensure that arrangements in place to support children with Special Educational Needs and/or Disabilities (SEND) meet their individual needs

- support staff to gain a good understanding of the key person role and their responsibility to help ensure that every child's care is tailored to meet their individual needs

- provide training to staff to ensure they can support all children, including those with Special Educational Needs and/or Disabilities (SEND), with their toileting and intimate hygiene

- put appropriate arrangements in place for staff supervision to provide support, coaching, and training for practitioners and promote the interests of children.

On 4 July 2024, the provider responded to the actions set. We found that the provider had updated policies and procedures related to Special Educational Needs and/or Disabilities (SEND). They have provided training to staff on key person responsibilities. Staff have improved their understanding of good practice when supporting children with toileting and intimate hygiene. The provider has improved staff supervision arrangements to promote the interests of children.

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](#).