

Complaint about childcare provision

Ref: 2580385/5790463

Date: 16 August 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 25 and 26 of July 2024, we received concerns that the provider was not meeting some of these requirements. In addition, on 26 July 2024, the provider notified us of a significant event. The notification means that the provider met their legal responsibility as set out in the statutory framework for the early years foundation stage to notify Ofsted of significant events.

On 13 August 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions needed by 4 September 2024:

- ensure staff are deployed effectively to meet the children's individual needs

- implement effective arrangements to consistently support all children with special educational needs and/or disabilities (SEND) and ensure they are in line with special educational needs code of practice

- maintain accurate records for the safe and effective management of the setting, with

particular regard to records of staff working with the children

- ensure the complaints procedures are robust and followed consistently so that complaints are fully investigated.

On 5 September 2024, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised during their last visit.

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](#).