

## **Complaint about childcare provision**

Ref: EY234473/5936169

Date: 31 January 2025

### **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-foundationstage-framework--2](http://www.gov.uk/government/publications/early-years-foundationstage-framework--2). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 20 January 2025, we received concerns that the provider was not meeting some of these requirements in relation to Supporting and understanding children's behaviour, including Special Educational Needs and Disabilities (SEND).

On 28 January 2025, we carried out a regulatory visit. We found the provider was meeting requirements in relation to SEND. During the visit we identified new areas of concern. We have issued an action for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 4 February 2025:

- strengthen procedures to ensure that the learning environment is reviewed regularly so that hazards are minimised.

On 5 February 2025 the provider responded to the action set. We found the provider has put in place robust measures to maintain a safe and organised learning environment. This includes involving children more in tidying up after themselves, new arrangements in relation to messy play and strengthening risk assessment procedures even further. 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](#).