

Complaint about childcare provision

Ref: EY279982/4352891

Date: 11 November 2019

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 8 October 2019, we received information that raised concerns about accident and injury, staff supervision and deployment, ratios, managing behaviour, key person system and information for parents. We carried out an unannounced visit on 06 November 2019 to check compliance with the requirements of registration. We found that the key person is not organised well enough to consistently support children's well-being. We also found that some records were not available for inspection. We have sent the provider a notice to improve which requires them to ensure the key person arrangements are effective and that records are accessible and available for inspection. 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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).