

Complaint about childcare provision

Ref: EY266819/4629710

Date: 27 November 2020

Summary of outcome

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how regulated early years and childcare providers in England have delivered child-centred practice and care, within the context of the restrictions placed on society during the COVID-19 (coronavirus) pandemic.

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage 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 10 November 2020, we received concerns that the provider was not meeting some of these requirements.

On 23 November 2020, we carried out a regulatory visit and following this we carried out a regulatory call on 25 November 2020. 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. The provider is still registered with Ofsted.

Actions needed by 18 December 2020:

- assign each child a key person to ensure care is tailored to the child's needs and offers a settled relationship; ensure parents are aware of the name of the child's key person and their role
- ensure staff are deployed effectively to meet children's needs at busy times of the day and when nursery duties are being fulfilled.

We will monitor the provider's response to ensure the actions are successfully completed.

We found that the provider had improved their knowledge and understanding of the key person role and staff deployment, and now fully understands their responsibilities. Each child has been assigned a key person to help them settle and to ensure their needs are met. Parents have been informed of who their child's key person is and are able to share information. Staff are deployed more effectively at busy times of the day to enable them to support the youngest 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](#).