

Complaint about childcare provision

Ref: EY549333/4867469

Date: 5 October 2021

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 13 August 2021, we received concerns that the provider was not meeting some of these requirements.

On 19 August 2021, we carried out a regulatory visit. 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 3 September 2021:

ensure that all staff comply with the settings mobile phone policy

ensure that staff-child ratios are maintained at all times to promote children's safety and staffs' wellbeing

ensure that staff are deployed effectively to meet the needs of the children and provide adequate supervision of all children at all times. Inform parents and/or carers about staff deployment, and involve them in those decisions where relevant and practical to do so

ensure that the daily record of children and staffs' hours of attendance is accurate and kept up to date.

The provider responded to say that all staff have been retrained on the mobile phone policy and the manager checks that phones are stored correctly.

Staff rotas are now prepared earlier and are reviewed by the managing director. Bank staff agency use has been extended and additional staff will also be made available from another setting.

A staff deployment plan will be introduced alongside the staff rota and will also be reviewed by the managing director. Parents will be emailed information relating to staff deployment, any new staff and staff or key person changes, when these occur.

The record of children and staffs attendance will be checked daily by the managing director to ensure it is accurate and kept up to date.

However, on 15 and 23 September 2021, we again received concerns that the provider was not meeting some of the requirements.

On 4 October 2021, we carried out another regulatory visit. We found the provider had taken appropriate action to ensure that staff are deployed effectively and that staff-child ratios are maintained at all times. Also that the daily records of attendance are kept up to date. The provider and manager also ensure that staff adhere to the mobile phone policy. We also found however, that the provider was not meeting another requirement.

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 18 October 2021:

ensure you provide the following information for parents and carers, including for parents and carers who do not access the settings electronic system:

- how the EYFS is being delivered in the setting, and how parents and/or carers can access more information
- the range and type of activities and experiences provided for children, the daily routines of the setting, and how parents and carers can share learning at home
- the name of their child's key person and the key person role
- details of their child's progress and development.

The provider responded to state they now share the above information with parents through different means, such as an information leaflet and links to further literature, an information pack and emails. Also that they share information on display boards, via electronic accounts and through discussions between parents and key persons. We are satisfied with the action taken by the provider.

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](#).