

Complaint about childcare provision

Ref: EY481429/4967123

Date: 21 December 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 22 November 2021, we received concerns that the provider was not meeting some of these requirements.

On 15 December 2021, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. They have reviewed the settling in arrangements for children starting at the setting to ensure information is received from parents and correctly recorded before children start. They have reviewed the key person arrangements to ensure they are effectively meeting children's needs, especially during settling in sessions. They have taken action to ensure communication between staff is effective and that risk assessments for mealtimes are being followed. They have provided staff with further training to support them to understand their roles and responsibilities. They have reviewed the deployment of staff to ensure they are effectively trained to meet the needs of all children, especially babies.

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](#).