

## **Complaint about childcare provision**

Ref: EY545904/5156868

Date: 20 June 2022

### **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](http://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 9, 12 and 19 May 2022, we received concerns that the provider was not meeting some of these requirements.

On 7 June 2022, we carried out a regulatory visit. We found the provider was not compliant with 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 28 June 2022:

- ensure all staff have a clear knowledge and understanding of their roles and responsibilities to meet children's health and welfare needs effectively, particularly with regards to safe carrying children and monitoring and responding to existing injuries;
- improve key person system arrangements to make sure that all children have an allocated key person, who knows their individual care and learning needs well, particularly when there are staff changes in the setting;
- meet staff:child ratio requirement at all times;
- ensure staff are deployed effectively at all times to meet all children's needs;
- improve systems of daily records of the children being cared for on the premises to

ensure safety during any emergency.

We reviewed the provider's response and found that they had had improved key person system arrangements and ensured staff have a clear knowledge and understanding of their roles and responsibilities to meet children's health and welfare needs. The provider has also made changes to ensure the ratio requirement is met at all times, staff deploy themselves effectively and daily records updated consistently. We are satisfied the provider has met the safeguarding and welfare action 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](#).