

Complaint about childcare provision

Ref: EY480565/5145069

Date: 14 June 2022

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 (EYFS). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 27 and 29 April 2022 we received concerns that this provider was not meeting some of these requirements. On 27 May 2022 we carried out an unannounced visit to the setting. We found that the provider was not meeting some requirements of the EYFS. We have issued a Notice of Action to improve. The provider must take the actions below within the timescales set out.

The provider will be able to give parents further information about this.

Action required by 27 June 2022:

- Ensure that each child is assigned a key person, whose role is to help ensure that every child's care is tailored to meet their individual needs, to help them become familiar with the setting, offer a settled relationship for the child and build a relationship with their parents.
- Ensure staffing arrangements meet the needs of all children and ensure their safety. Deploy staff effectively to ensure children's needs are consistently met.
- Ensure that only those aged 17 years or over are included in the ratios. Ensure that students under 17 years are supervised at all times.

The provider provided a satisfactory response to the actions set.

The provider remains 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](#).