

Complaint about childcare provision

Ref: 2511259/5170210

Date: 20 July 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: Early years foundation stage (EYFS) statutory framework - GOV.UK (www.gov.uk)

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

On 27 May 2022, we received concerns that the provider was not meeting some of these requirements.

On 18 July 2022, 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.

Actions needed by 1 August 2022:

ensure effective oversight of health and safety practices so that policies and procedures are always followed to promote the safety and wellbeing of staff and children.

ensure that the staff team understand the role of the key person to help ensure that every child's individual needs are met continuously.

On 1 August 2022, the provider responded to the actions set. We found that the provider has updated their policies and procedures regarding health and safety to ensure oversight of practice. The role of the key person has been reviewed and developed to ensure they meet the needs of every child.

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](#).