

Complaint about childcare provision

Ref: EY443046/5266086

Date: 11 October 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 28 September 2022, we received concerns that the provider was not meeting some of these requirements.

On 5 October 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served welfare requirements notices. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 7 November 2022:

- ensure that staff:child ratios are met at all times, particularly with the youngest children
- ensure that all staff receive prompt induction training to help them understand their roles and responsibilities, especially when taking over lead roles
- ensure that the key person system is effective in tailoring care to children's individual needs, maintaining consistency for children and helps to build trusting relationships with their parents.

On 7 November 2022 we visited the provider to see how they had responded to the actions set.

We found that the provider is now complying with the staff:child ratios. When there are staff shortages the provider notifies parents and closes affected rooms to ensure that the staff:children ratios are maintained, and children remain safeguarded.

The provider has implemented more robust procedures to ensure that all staff receive prompt induction training. They have put other management staff into the setting to provide support for the acting centre director. Staff new to the setting, or taking on new roles, receive mentoring from management and other experienced staff. The induction process has been reviewed and strengthened to ensure that staff cover all the required areas, including safeguarding training and becoming familiar with internal processes, in a timely manner. Staff report that this is working well and that they feel better equipped to complete their roles.

The key-person system has been reviewed and all children have a key person to build a bond with. There is a buddy system in place. Staff report that the new system is supporting their interactions with children and parents. This is providing a more consistent approach to meeting the needs of children and keeping parents updated about their children's care and learning. Staff are continually reflecting on how this is working as it embeds in practice. They share with management where further improvements will enhance how they can build stronger bonds with children and parents.

We are satisfied the provider has met the safeguarding and welfare actions 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](#).

