

Complaint about childcare provision

Ref: EY554025/5459458

Date: 3 July 2023

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 7 June 2023 and 15 June 2023, we received concerns that the provider was not meeting some of these requirements.

On 3 July 2023, we carried out an unannounced regulatory visit. We found that overall, the provider is meeting the requirements relating to the concerns received. However, we found that not all children's individual needs are being met and that this is due to the regular change of agency staff employed to work at the setting.

We have issued actions for the provider to take.

Actions needed by 21 July 2023:

improve staff recruitment and induction to ensure that the keyperson is used effectively to meet children's individual needs.

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](#).