

Complaint about childcare provision

Ref: EY404068/5502168

Date: 9 August 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 31 July 2023, we received concerns that the provider was not meeting some of these requirements. On 9 August 2023, 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 the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 8 September 2023:

- ensure staff suitability is fully completed before they are deployed in child ratios
- improve staff deployment to ensure staff have the required qualifications, skills and experience to support children's welfare and well-being
- improve the key person role to tailor and meet children's individual needs
- improve staff supervision to identify solutions to issues as they arise.

The provider responded satisfactorily to the actions. The provider improved their safer recruitment procedures and staff induction/ supervision systems; Key person buddy systems and a review of staff deployment have been implemented to ensure children's needs are met. 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](#).

