

Complaint about childcare provision

Ref: 2636680/5544092

Date: 10 October 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 22 September 2023, we received concerns that the provider was not meeting some of these requirements.

On 4 October 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. 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.

Actions needed by 18 October 2023:

- ensure all staff, including agency staff, receive induction training, regular and effective support, coaching and training, which helps them to fully understand their roles and responsibilities and those of other staff
- ensure there is an effective key-person system in place in each area of nursery, so that all children have a key person who is fully aware of the responsibilities of their role.

On 24 October 2023, we carried out a regulatory visit, The focus of the visit was to check whether the provider had met the safeguarding and welfare actions. We found that the provider has ensured all staff understand their roles and responsibilities and that of their colleagues. The provider has ensured each child has a key-person. They have implemented new ways of ensuring that the key-person system is effective and meets the needs of the children.

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](#).