

Complaint about childcare provision

Ref: 2593030/5546719

Date: 26 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 26 September 2023, the provider notified us of a significant event. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of significant events.

On 5 October 2023, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider had reviewed their procedures for moving between the setting and their garden. They had checked that all staff know what to do to make sure all children are accounted for at these times. The provider will be able to give parents further information about this.

On 9 October 2023, we received additional concerns that the provider was not meeting some of the other requirements in the Statutory framework for the early years foundation stage.

On 20 October 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 provider will be able to give parents further information about this.

Actions needed by 2 November 2023:

- ensure staff: child ratio requirements are maintained at all times
- deploy staff effectively to ensure children's needs are met at all times
- ensure that an effective key person system is in place to help each child become familiar with the setting and receive care tailored to their needs.

We will monitor the provider's response to ensure the actions are successfully completed.

On 3 November 2023, the provider responded to the actions set. We found that the provider had reviewed staff deployment and contingency planning to help ensure that staff:child ratios are maintained. Additionally, the provider has reviewed the key person system and

improved the monitoring of its effectiveness. 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](#).