

Complaint about childcare provision

Ref: EY250941/5682601

Date: 18 April 2024

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 12 March and 19 March 2024, we received concerns that the provider was not meeting some of these requirements.

On 17 April 2024, 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 12 June 2024:

- improve the processes for the key person system and the sharing of information between staff, managers and with parents to ensure that every child's care is tailored to meet their individual needs
- improve the processes for monitoring staff practice to ensure staff receive the support, coaching and training they need to fulfil their roles and responsibilities.

We completed an inspection on 19 April 2024. We found that the provider had improved their systems for communicating with staff and parents to help ensure children's individual care and learning needs are met. Effective processes for monitoring staff practice had been put in place to enable the manager to identify areas for improvement and organise targeted coaching and training.

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](#).