

Complaint about childcare provision

Ref: 2652430/5710919

Date: 9 May 2024

Summary of outcome

Our reference 5710919/ 2652430

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 18 and 26 April 2024, we received concerns that the provider was not meeting some of these requirements.

On 2 May 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 16 May 2024:

- ensure that there are enough qualified staff present to work with children under the age of two, as required
- establish effective staff supervision and training arrangements to help ensure that all staff fully understand what their roles and responsibilities are, to help improve their overall effectiveness
- embed the key person system and ensure that there is a clear transition process in place when children move from one room to another to help ensure that their needs are met
- develop staff's knowledge on how to support younger children's communication and language skills.

On 16 May 2024, the provider responded to the actions set. We found that the provider had taken steps to improve supervision and training of staff to ensure that they understand their

roles and responsibilities. The key-person arrangements had been strengthened to ensure that children's individual needs are met. Additionally, the provider had improved the deployment of staff to ensure that there are enough qualified staff present to work with children under the age of two as required. 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](#).