

## **Complaint about childcare provision**

Ref: EY542721/5815803

Date: 11 November 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](http://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 29 August 2024, 4 September 2024 and 27 September 2024, we received concerns that the provider was not meeting some of these requirements. On 18 October 2024, we carried out a regulatory visit to the setting. We found that the provider ensures that staff understand how to support children's behaviour in an appropriate way. Written records of accidents and injuries are completed and shared with families. Leaders are clear with regards to the changes that they must notify to Ofsted. The setting has an adequate number of toilets and there are suitable hygienic changing facilities for changing any children who are in nappies. Leaders understand how to deal with any concerns and complaints from parents and/or carers. They ensure that there are enough staff available to care for the children and that all children have a named key person.

We found that the provider was not meeting some of the requirements.

Action needed by 15 November 2024:

- ensure key persons have the information they need to meet the individual needs of all children and to build a relationship with their parents and/or carers
- ensure that staffing arrangements meet the needs of all children at all times.

On 8 November 2024, the provider responded to the actions raised. The provider has reviewed the key person system. They have provided staff with training to support them to consistently implement these procedures. Staffing arrangements have been reviewed to ensure that these meet the individual needs of all children, including when children arrive in the mornings. New monitoring systems have been implemented by leaders.

The provider will be able to give parents further information about this.

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](#).