

Complaint about childcare provision

Ref: EY451670/5843104

Date: 23 October 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 2 October 2024, we received concerns that the provider was not meeting requirements relating to EYFS 3.35 key person and EYFS 3.36 staff:child ratios.

On 23 October 2024, we carried out a regulatory telephone call. 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. The provider is still registered with Ofsted.

Actions needed by 6 November 2024:

- improve the key-person system so that every child's care is tailored to meet their individual needs, helps the child become familiar with the setting, offers a settled relationship for the child and builds a relationship with their parents and/or carers
- ensure that staffing arrangements meet the needs of all children and ensure their safety, in particular when new children are starting and settling in at the nursery.

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

On 29 October 2024, the provider responded to the actions set. We found that the provider had improved the key person system and taken appropriate action to ensure the needs of all children are met and ensure their safety, particularly when new children are starting and settling in at the nursery. The information gathered suggests that the provider is now meeting the requirements of their registration. 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](#).