

## **Complaint about childcare provision**

Ref: EY496881/4740512

Date: 13 April 2021

### **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 the 10 and 12 March 2021, we received concerns that this provider was not meeting some of these requirements. On the 18 March 2021 we carried out a unannounced regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirement notice. This is a legal notice that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 9 April 2021

take immediate steps to ensure staff implement relevant ratio requirements at all times and children are appropriately supervised to meet their individual needs

take steps to ensure staffing arrangements meet the needs of all children and ensures their safety.

On the 12 April 2021, we carried out an unannounced regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare action. We found that the provider had not met the actions set. We have therefore served another welfare requirements notice. This is a legal notice that required the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by the 23 April 2021:

take immediate steps to ensure staff implement required ratio requirements at all times, and children are appropriately supervised to meet their needs and ensure their safety

ensure that all staff, including any staff left in charge of the nursery, have a clear understanding and effective support to understand their roles and responsibilities

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

On the 30 April 2021 we carried out a unannounced regulatory visit. We found that the provider had improved the adult to child ratios and ensured that the all staff left in charge of

the nursery had a clear understanding of their roles and responsibilities. We are satisfied that 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](#).