

## **Complaint about childcare provision**

Ref: EY474449/4836444

Date: 6 August 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 11 and 26 July 2021, we received concerns that the provider was not meeting some of these requirements. On 27 July 2021, we also received a notification from the provider. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of matters concerning persons caring for children on the premises.

On 29 July 2021, we carried out a regulatory visit. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 18 August 2021: include bullet points below

- ensure that all staff including those who lead safeguarding at the setting have a clear understanding of the setting's policies and procedures in relation to safeguarding and where necessary seek advice from relevant agencies in a timely manner
- ensure staff induction, supervision and training are effective, to maintain consistency in the quality of staff practice, including health and safety matters and to improve the competency and personal effectiveness of staff who are new to their roles
- ensure that ratios and staffing arrangements are consistently effective to meet the needs of children and deployment is effective particularly in relation to lead staff, to enable them to carry out their roles and responsibilities effectively, oversee staff practice and ensure children are healthy safe and secure.

### **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](#).