

Complaint about childcare provision

Ref: EY554521/4881217

Date: 14 September 2021

Summary of outcome

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 31 August 2021, 6 and 8 September 2021, we received concerns that the provider was not meeting some of these requirements. On 10 September 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. 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.

Actions needed by 23 September 2021:

- ensure that the ratio and qualifications requirements are consistently met and that only staff available to work directly with children are included in ratios
- ensure that staffing arrangements meet the needs of all children in relation to the groupings of differing age groups of children
- ensure that all staff receive a thorough induction to help them understand their roles and responsibilities.

On 24 September 2021, we visited the setting. We found that the provider was meeting the ratio and qualification requirements and that children's needs were being met. The provider had improved the processes for ensuring that staff receive a full induction to enable them to be fully aware of their responsibilities. 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](#).