

Complaint about childcare provision

Ref: EY320791/5153001

Date: 29 May 2022

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 06 May 2022, we received concerns that the provider was not meeting some of these requirements.

On 09 May 2022, 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. The provider is still registered with Ofsted.

Actions needed by 27 May 2022:

- ensure there is at least one member of staff with a full and relevant level 3 qualification and at least half of all staff with a full and relevant level 2 qualification, working directly with children at all times
- take immediate action to ensure that children are adequately supervised, and staff are effectively deployed at all times to meet children's needs and maintain their safety
- ensure the premises used to care for children, including outdoor spaces, are safe, fit for purpose and suitable for the age of children cared for and the activities provided
- ensure risk assessments are robust and all risks and hazards to children's safety are identified, removed, or minimised swiftly, particularly in relation to the outdoor area
- maintain an accurate daily record of the names of the children being cared for on the premises, their hours of attendance and the names of the staff caring for them

On 06 June 2022, we carried out a visit to monitor the previous actions set. We found that the provider had completed effective risk assessments and made the premises safe. They have amended their staff rota to meet requirements and deploy staff effectively. They are now supervising children well. Additionally, they have improved record keeping to maintain an accurate daily record of the children being cared for. 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](#).