

Complaint about childcare provision

Ref: EY561106/5058729

Date: 10 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 14 March 2022, we carried out an inspection and found the provider was not meeting some of these requirements. The overall effectiveness of the provision was judged to be inadequate. The inspection report sets out the actions the provider was required to take to meet the requirements.

Following the inspection, we served a welfare requirements notice on 27 April 2022. 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 10 May 2022:

record information about the Disclosure and Barring Service check for each staff member, including the reference number, the date the check was obtained and details of who obtained it

ensure the staff ratio and qualification requirements are always met to keep children safe

ensure staff records are easily accessible and available to those who have a right or professional need to see them.

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

On 11 May 2022, the provider responded to the actions set. We found that the provider had recorded information about the Disclosure and Barring Service check for each staff member, staff ratio and qualification requirements were met and records were available to see.

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](#).