

Complaint about childcare provision

Ref: EY452520/5156261

Date: 19 July 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 10 May 2022, we received concerns that the provider was not meeting some of these requirements.

On 22 June 2022 we carried out a regulatory telephone call and on 23 June 2022 we carried out an unannounced 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 14 July 2022

- implement effective systems to monitor and support improvements to staff practice

- ensure staff qualification ratios are maintained at all times.

On 14 July 2022 we carried out a monitoring visit and found that the provider had improved how they monitor staff practice to ensure that they are fulfilling their roles and responsibilities. However, we found that the provider had not met the action set in relation to ensuring staff qualification ratios are met at all times. We have re-issued this 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 1 August 2022:

- ensure that the staff qualification ratios are maintained at all times.

On 1 August 2022 we carried out a visit and found that the provider had brought some staff over from their other sites to ensure the staff qualification ratios are met at all times. The provider will be able to give parents further information about this. 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](#).