

Complaint about childcare provision

Ref: EY412558/5151429

Date: 25 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 05 May 2022, we received concerns that the provider was not meeting some of these requirements.

On 22 June 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.

Actions needed by 15 July 2022:

- take immediate action to ensure that staff are effectively deployed at all times to meet children's needs and maintain their safety
- comply with the minimum ratios to ensure the needs of all children are fully met
- ensure risk assessments are robust and all risks and hazards to children's safety are identified, removed, or minimised swiftly.

On 22 June 2022, we carried out a further regulatory visit to monitor the actions. We found the provider had taken steps to meet two of the actions. Ratio requirements are now met and effective risk assessments have been completed to keep children safe. However, a further breach of requirements was identified. We have served further welfare requirements notice. The provider will be able to give parents further information about this.

Actions needed by 12 August 2022:

- take immediate action to ensure that staff are effectively deployed at all times to meet children's needs and maintain their safety
- take immediate steps to ensure that for children aged under three years, at least one member of staff holds an approved level 3 qualification and at least half of all other staff

hold an approved level 2 qualification.

On 31 August 2022 we carried out a regulatory telephone call to monitor the remaining actions. We found the provider had taken appropriate action to meet these. They have moved staff within the nursery rooms to ensure qualification requirements are met and staff deployment is effective. Additionally, they have combined two rooms and limited numbers on a short term basis until new staff commence employment to ensure children's needs are met and they are kept safe. 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](#).