

Complaint about childcare provision

Ref: 2505732/5243240

Date: 12 September 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 30 August 2022, we received concerns that the provider was not meeting some of these requirements.

On 7 September 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.

Actions needed by 23 September 2022:

- ensure that adult-to-child ratios are met at all times
- ensure staff are deployed effectively to meet the needs of every child

The provider will be able to give parents further information about this.

On 30 September 2022, we carried out an unannounced regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions, raised at the previous visit.

We found that the provider had taken the necessary steps to meet the actions raised.

Since the previous visit additional staff have been recruited. Staffing rotas have been reviewed to ensure that that ratios are met at all times, particularly first thing in the morning. The provider has also reviewed the deployment of staff to ensure there are sufficient qualified staff working with children in all rooms at all times.

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](#).