

## **Complaint about childcare provision**

Ref: EY496762/5213797

Date: 3 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](https://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 the 21 July 2022, we received concerns that the provider was not meeting some of the requirements.

On the 1 September 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 22 September 2022:

- implement effective and robust recruitment procedures to assess staff's suitability and ensure all adults looking after children are suitable to fulfil the requirements of their role, including adults whose suitability has not been checked
- make sure all staff have appropriate induction, training, skills and knowledge, to help them have a clear understanding of their roles and responsibilities
- ensure there is a suitable named deputy manager who is capable and qualified to take charge in the manager's absence
- put appropriate steps in place to ensure the ratio and qualification requirements are met and staffing arrangements meets the needs of children
- ensure for all age groups 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
- maintain attendance registers that record children's hours of attendance including times of arrival and departure.

On 27 September 2022 we inspected the provider. 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](#).