

## **Complaint about childcare provision**

Ref: 2685069/5294619

Date: 14 November 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](http://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 3 November 2022, we received concerns that the provider was not meeting some of these requirements. On 14 November 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 28 November 2022:

- ensure required ratios of staff to children, including qualified staff, are working directly with the children at all times
  
- ensure all staff understand their roles and responsibilities to support and meet children's needs, including through providing consistently good quality interactions.

On 22 November 2022, the provider responded to the actions set. We found that the provider had reviewed staffing levels and arrangements to ensure sufficient qualified staff are consistently available to work with the children. The provider has provided training to staff to help develop their understanding of their roles and responsibilities. This includes training to support their interactions with children. In addition, the provider has identified further additional training and processes to help continue to build on all staff's practice over

time.

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](#).