

Complaint about childcare provision

Ref: EY563239/5311495

Date: 1 December 2022

Summary of outcome

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 22 November 2022, we received concerns that this provider was not meeting some of these requirements. On 30 November 2022 we conducted 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. Additionally, during the regulatory visit, we found a new area of concern. We found that the provider failed to notify Ofsted of a significant event within the required timescales, however, they addressed the issue immediately.

Actions needed by 13 December 2022:

- ensure that at least half of all of the other staff caring for babies, apart from the room leader, hold an approved level 2 qualification
- ensure that at least half of all staff caring for babies, apart from the room leader, have received training that specifically addresses the care of babies.

On 12 December 2022, the provider responded to the actions set. We found that the provider had reviewed their procedures for ensuring that they meet the qualifications ratios for staff caring for babies. They had also provided specific training for staff, that addresses the care of babies. 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](#).

