

Complaint about childcare provision

Ref: 310348/5263016

Date: 29 December 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 <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 16 and 23 September 2022, we received concerns that this provider was not meeting some of the requirements.

On 12 and 19 December 2022, we carried out regulatory telephone calls. We found that 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.

Actions needed by 6 January 2023:

- ensure that there is a named deputy who is capable and qualified to take charge in the manager's absence
- ensure that staffing arrangements meet the needs of all children and ensure their safety
- ensure that all staff included within ratios are suitable to fulfil the requirements of their role
- ensure that for babies, at least half of all other staff hold an approved level 2 qualification
- ensure that staff have received training that specifically addresses the care of babies
- ensure that for children aged two, at least half of all other staff hold at least an approved level 2 qualification
- ensure that for children aged three and over, at least one member of staff holds an approved level 3 qualification.

On 6 January 2023, the provider responded to the actions set. We found that the provider had now ensured that an appropriately qualified named deputy is in post. The provider has moved qualified staff around to ensure that all rooms are meeting the staff to child ratios. The baby room staff have now accessed training that specifically addressed the care of babies. A review of the staff rota and daily staffing plans now ensure that children's safety is

met.

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](#).