

## **Complaint about childcare provision**

Ref: 2604347/5328700

Date: 2 March 2023

### **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 14 December 2022, we received concerns that the provider was not meeting some of these requirements.

On 9 February 2022, we carried out a regulatory telephone call and communicated via email with the provider between 14 February 2023 and 2 March 2023. 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.

Action needed by 10 March 2023:

- ensure Ofsted is supplied with the required information to enable suitability checks to be completed for all directors of the company
- ensure all newly qualified staff who have completed a level 2 and/or level 3 qualification on or after 30 June 2016, has either a full PFA or an emergency PFA certificate within three months of starting work in order to be included in the required staff:child ratios at level 2 or level 3
- ensure that at least half of all staff hold an approved level 2 or level 3 qualification
- improve knowledge and understanding of changes that must be notified to Ofsted.

On 13 March 2023, we visited provider to monitor compliance with the actions raised. We found that the provider had improved their knowledge and understanding of changes that must be notified to Ofsted. They had also submitted the required information to enable suitability checks to be completed for all directors of the company. The provider now ensures that ratio and qualification requirements are met at all times. We are satisfied the provider has met the safeguarding and welfare action 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](#).