

Complaint about childcare provision

Ref: 310348/5358149

Date: 16 February 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 <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 25 January 2023, we received concerns that this provider was not meeting some of the requirements.

On 9 February 2023, we carried out a regulatory visit. We found that 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 9 March 2023:

- ensure that staffing arrangements meet the needs of all children and qualified staff are deployed effectively
- ensure that, for babies, at least half of all other staff hold an approved level 2 qualification
- ensure that, for children aged two, at least one member of staff holds an approved level 3 qualification
- 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 half of all other staff hold an approved level 2 qualification.

On 14 March 2023, we carried out a regulatory visit. We found that new staff, who hold an approved early years qualification, had commenced in post. Additionally, the provider had developed systems which help them to carefully consider staff deployment within the daily routine. These actions have helped the provider to meet the required staff to child ratios throughout the nursery, and to ensure that all children's needs are 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](#).