

Complaint about childcare provision

Ref: 508105/5356985

Date: 20 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 <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 27 January 2023, we received concerns that this provider was not meeting some of the requirements.

On 7, 10 & 13 March 2023, we carried out regulatory telephone calls. We found that provider was not meeting some of the requirements. We served a welfare requirements notice. This was a legal notice that required 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 30 March 2023:

- ensure staff deployment meets the needs of all children and provides adequate supervision to ensure their safety
- ensure that for children aged two at least half of all other staff must hold an approved level 2 qualification
- ensure that information and records about staff and children are held securely and only accessible and available to those who have a right or professional need to see them

On 4 April 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 has reviewed staff deployment across the setting. 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. The provider has also reviewed their policy and procedures to ensure that information and records about staff and children are held securely and are only accessible to those who have a right or professional need to see them.

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](#).