

Complaint about childcare provision

Ref: EY274195/5317890

Date: 30 January 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 29 November 2022, we received a complaint we received a complaint which raised concerns that staff: child ratios were not being met.

On 19 January 2022, we carried out a regulatory visit. We found that staff: child ratios were being met. However, we found that the provider was not meeting some of the requirements. We found that on occasions staffing arrangements did not consistently ensure that the safeguarding of children and staff could be fully assured at all times.

We issued an action for the provider to take below within the timescales set out.

Action needed by 31 January 2023:

Ensure that staff are consistently deployed effectively so that children and staff safety can be fully assured at all times.

On 2 February 2023, 3 March 2023, 15 March 2023, 17 March 2023 and 22 March 2023 we received further complaints which raised concerns that staff: child ratios were not being met, concerns about the safety and suitability of the premises, concerns that there were insufficient qualified staff working with children, concerns about the inconsistency of the key person system, concerns around communication with parents, and how staff well-being and

morale is supported.

On 23 March 2023, we carried out a further regulatory visit. We found that there were no concerns about the safety and suitability of the premises. In addition, we found that leaders have taken clear steps to raise staff morale within the setting and ensure they are supported. We found that there had previously been delays in responding to parental concerns and keeping them informed about staff changes within the setting. However, this had been addressed and leaders have taken steps to improve communication with parents and respond to parental concerns in a timely manner. We therefore did not need to take action in respect of this matter. We also found that although staff: child ratios are being met, the requirements around ensuring there are sufficient qualified staff were not met.

We have issued an action for the provider to take within the timescales set out.

Action needed by 29 April 2023

Provide a clear action plan which confirms the steps to be taken, including timeframes to ensure that aside of the qualified manager at least half of all other staff hold at least an approved level 2 qualification.

The provider wrote to Ofsted confirming a clear action plan they have put in place to ensure that they have sufficient qualified staff as quickly as possible. We were satisfied that the provider is taking appropriate action to meet the requirements. The provider will be able to give parents further information about this. 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](#).