

## **Complaint about childcare provision**

Ref: 227230/5422673

Date: 26 May 2023

### **Summary of outcome**

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 20 January 2023, the provider notified us that an allegation was made against a member of staff. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any significant event which is likely to affect the suitability of the early years provider or any person who cares for or is in regular contact with, children on the premises to look after children.

On 12 April 2023, we received concerns that the provider was not meeting some of these requirements.

On 28 April 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider is required 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 25 May 2023:

ensure the staff: child ratio is consistently met throughout the day

make sure that staff receive the training and support they need to enable them to fulfil all their roles successfully

make sure that staff are deployed effectively to establish routines for children so that children receive consistent continuity in their care and learning.

We found that the provider has taken action to ensure the ratio is consistently monitored so that it is met throughout the day. Staff are attending training to enable them to fulfil their specific roles and arrangements have now been put in place to ensure the necessary information is shared between key staff when children transition between rooms in the nursery to ensure continuity in their care and learning.

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](#).