

Complaint about childcare provision

Ref: EY363515/5355271

Date: 5 July 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 20 June 2023, we carried out an inspection and found the provider was not meeting some of these requirements.

Following the inspection we served a welfare requirements notice on 20 June 2023. 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 26 June 2023

- ensure that there are always sufficient numbers of qualified staff available to work directly with children at all times

- ensure that staffing arrangements meet the needs of children at all times, this includes ensuring that all staff under the age of 17 years and those whose suitability is not yet confirmed are supervised at all times

- take all reasonable steps to ensure that potential risks are identified, and appropriate action taken to minimise or reduce the risk to children

- implement appropriate supervision arrangements in order to support, coach and train staff, particularly new and unqualified staff to improve their knowledge and understanding, skills and personal effectiveness

On 29 June 2023, the provider responded to the actions set. We found that the provider had taken steps to ensure that staffing arrangements are sufficient and meet the needs of children. The provider explained how they will identify potential risks and takes steps to minimise them. Supervision arrangements to support staff have been implemented.

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](#).