

## **Complaint about childcare provision**

Ref: EY448400/5471689

Date: 12 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](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 4 July 2023, we received concerns that the provider was not meeting some of these requirements.

On 4 July 2023, we carried out a regulatory visit. We found the 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. The provider is still registered with Ofsted.

Actions needed by 21 July 2023:

train all staff to understand and implement the settings safeguarding policies and procedures

ensure all staff, including those on short term placements receive induction training that helps them understand their roles and responsibilities

ensure there are always enough qualified staff to meet the minimum required adult-to-child ratio

deploy staff to ensure children are adequately supervised and their needs are met at all

times.

We will monitor the provider's response to ensure the actions are successfully completed.

On 24 July 2023, the provider notified Ofsted that they had made the decision to temporarily close the setting to allow them to address the actions raised in the Welfare Requirements Notice.

On 22 August 2023, we cancelled the providers registration. This means we have been unable to monitor the Welfare Requirements Notice.

The provider is no longer 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](#).