

Complaint about childcare provision

Ref: 2510941/5475894

Date: 21 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 27 June 2023, we received concerns that the provider was not meeting some of these requirements.

On 13 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 31 July 2023:

- ensure staff are deployed effectively to meet required ratios at all times, so all children are supervised appropriately and adequately.

- adhere to the requirements for staff qualifications and skills to ensure the required level of qualified staff are deployed as required for the varied ages of children, in particular in the under-twos room.

- ensure all staff, in particular apprentices, receive effective support, coaching and training to become competent and skilled to have a good understanding of their role and responsibilities, so that children's individual needs are met and they can take on the role as key person with the required knowledge and skills.

- ensure staff have a robust understanding of risk assessments, so that children are not exposed to any hazards or potential risks.

- ensure premises and resources are clean throughout, at all times.

- ensure children receive a choice of healthy, balanced and nutritious meals and snacks throughout the day.

On 2 August 2023, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised at the regulatory visit.

We found that the provider has improved staff deployment, training, and skills. We also found that the provider has improved their approach to risk and the food that they provide to children at mealtimes.

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](#).