

Complaint about childcare provision

Ref: 2754428/5799511

Date: 2 September 2024

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 8, 9 and 16 August 2024, we received concerns that the provider was not meeting requirements relating to Staff: child ratio, Safety and suitability of premises, environment and equipment and Information and record keeping

On 28 August 2024, 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 12 September 2024:

- ensure there is a suitably qualified manager and named deputy who is capable and qualified to take charge in the managers absence
- ensure that any person left as a named manager or deputy has been given the knowledge, they need to meet children's needs
- take all reasonable steps to ensure that children are not exposed to risks and demonstrate how risks are managed to keep children safe
- ensure that Ofsted is notified of any changes to the premises which may affect the space available to children and the quality of care available to them
- ensure Ofsted is informed of any changes to the person who is managing the early years provision.

We will monitor the provider's response to ensure the action/s is/are successfully completed.

On 16 September 2024, we carried out a further regulatory visit and found that the provider

responded to the actions set. The provider has ensured all staff understand their roles and responsibilities to meet the needs of the children. A suitably qualified manager and deputy is in place and the provider has considered contingency plans. Risk assessment have been reviewed to consider all areas of the premises, equipment and resources. All staff have reviewed the risk assessment to improve their understanding of risk. The provider has systems in place to ensure Ofsted is notified of any changes that may impact on the quality of education provided.

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](#).