

Complaint about childcare provision

Ref: 119813/5304992

Date: 17 January 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 15 November 2022, we received concerns that the provider was not meeting some of these requirements.

On 2 December 2022, we carried out a telephone regulatory event. We found the provider was not meeting some of the requirements. On 14 December 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirement 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.

Actions needed by 13 January 2023:

- adhere to the staff; child ratios at all times
- improve your understanding of the role of an assistant
- ensure that any exceptions to the expected ratios meet the criteria, and do not exceed more than six children under eight per adult working directly with children
- ensure that children are kept safe at all times when on outings, in particular regard to required suitable ratios of adults to children.

On 16 January 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. We found the provider has improved their understanding of the ratio requirements, including exceptions to the expected ratios and was meeting them. The provider had also improved their understanding of the role of the assistant and the related requirements. The provider has also implemented risk assessments for taking children on outings.

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](#).