

Complaint about childcare provision

Ref: 2514998/5678383

Date: 3 April 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 March 2024, we received concerns that the provider was not meeting some of these requirements.

On 22 March 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. In addition, we found that some of these were the same previous welfare requirements served on 22 June 2022. We have served another 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 26 March 2024

- ensure that people looking after children are suitable to fulfil their roles by supplying information to Ofsted for checks to be carried out for any person who works or lives on the registered premises
- ensure that the required staff:child ratios are maintained at all times, including when working alone and with assistants
- ensure a written record of injuries and accidents is maintained and that parents and/or carers are notified on the same day or as soon as reasonably practicable
- ensure that any assistants who may be left alone with children have a suitable first aid qualification in place

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

On 9 April 2024, 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 their last

regulatory visit.

We found that the provider had improved their knowledge and understanding of supplying information to Ofsted about proposed new assistants. In addition, the provider now works within required staff: child ratios, maintains a record of injuries and accidents and ensures adults working with children have a suitable first aid qualification. The provider fully understands their responsibilities to meet these requirements.

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](#).