

Complaint about childcare provision

Ref: 2716946/5485332

Date: 3 November 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 10 July 2023, we received concerns that the provider was not meeting some of these requirements. On 19 July 2023, we carried out an inspection. The overall effectiveness of the provision was judged to be inadequate. We served a welfare requirements notice. This is a legal notice that requires the provider to take the actions within the timescales set out. The inspection report sets out the welfare requirements notice actions the provider was required to meet.

On 4 August 2023, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the welfare requirements actions, raised at their last inspection. We found that the provider had developed their understanding of ratios to support the needs of children, particularly during meals times. There was now a named deputy in place, and suitability and recruitment records were appropriately stored and made available when needed. We found that there had been improved arrangements for induction and staff supervision to further support children's safety and welfare. The designated safeguard lead had a more secure understanding of their roles and responsibilities.

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](#).