

Complaint about childcare provision

Ref: EY367858/5858129

Date: 7 November 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 22 and 25 October 2024, we received concerns that the provider was not meeting EYFS requirement relating to 'staff: child ratios'.

On 4 November 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.

Actions needed by 18 November 2024:

- ensure that Ofsted is provided with the necessary information to carry out suitability checks on all members of the registered body
- ensure there is a named deputy who is capable and qualified to take charge in the manager's absence
- ensure ratio requirements are adhered at all times to meet the individual needs of children

- ensure all required information is readily available for inspectors to review, including staff files and accident records.

On 20 November 2024 we conducted a regulatory visit. We found that the provider had responded appropriately to the actions set. The provider had removed individuals from their committee who had not had suitability checks completed. They had appointed an interim deputy and are actively recruiting to the permanent post. They ensure ratios are always maintained by complementing the existing team with agency staff until permanent replacements are found. The provider ensures required information is readily available.

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](#).