

Complaint about childcare provision

Ref: 2715688/5410807

Date: 26 April 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 03 and 11 April 2023, we received concerns that the provider was not meeting some of these requirements.

On 18 April 2023, we carried out an unannounced 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 May 2023:

- ensure the setting policy and procedures to safeguard children are followed, in particular those relating to mobile phones
- put appropriate arrangements in place to ensure that the minimum legal requirements for qualified staff are maintained and at least half of all other staff hold at least an approved level 2 qualification
- improve the deployment of staff to ensure the needs of all children are met, as well as other related requirements
- ensure that children are adequately supervised, including whilst eating, to ensure children's needs are met and they are kept safe
- take steps to ensure that the ratio requirements are met at all times, especially first thing in the day, so that the needs of all individual children are met
- maintain effective arrangements to promote the good health of children, especially relating to toileting
- ensure risk assessments are robust and all risks and hazards to children's safety are identified, removed, or minimised swiftly, particularly in relation to the outdoor space and

any items prohibited by the settings policies.

On 28 April and 01 May 2023, we received further concerns that the provider was not meeting some of these requirements. These were assessed during an unannounced regulatory visit to monitor the previous actions.

On 16 May 2023, we found the provider had met the safeguarding and welfare actions. The provider has made [JG1] the required improvements in the nursery. Risk assessments are robust and completed regularly. Ratios are met and staff deployment is effective, with the senior management team monitoring this closely. Suitable arrangements are now in place for the supervision of children at mealtimes.

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](#).