

Complaint about childcare provision

Ref: 2525560/4362491

Date: 1 November 2019

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 21 October 2019 we received concerns that this provider was not meeting some of these requirements. We visited the provider to discuss the concerns and have issued a Notice to Improve. This is a 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 Set

3.32

ensure one member of staff is qualified to level 3 or above; and at least half of all other staff hold a full and relevant level 2 qualification working with children aged 2 by 8 November 2019

3.22

improve supervision arrangements to ensure staff receive regular training, support and coaching which helps to foster a culture of teamwork and continuous improvement by 28 November 2019.

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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and](#)

[complaints about childminders and childcare providers leaflet.](#)