

Complaint about childcare provision

Ref: EY552668/4357901

Date: 6 December 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 the 14 October 2019, we received information that raised concerns. On the 2 December 2019, we carried out an unannounced visit to the setting. Following the visit we served a welfare requirements notice (WRN). This is a legal notice that requires the provider to take the action within the timescales set. We asked the provider to ensure there must be at least one member of staff for every three children aged under two. We also asked the provider to ensure there is at least one member of staff for every four children aged two.

We also sent the provider a notice to improve. We asked the provider to ensure that at least one member of staff must hold a full and relevant level 3 qualification, and must be suitably experienced in working with children under two. We set a completion date of 3 January 2019 for the notice to improve to be met. The provider will be able to give parents further information about these matters.

The provider remains 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](#).