

Complaint about childcare provision

Ref: EY257399/4375333

Date: 14 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 5 November 2019, we received information which raised concerns that the provider was not meeting some of these requirements. We looked into this information and found that the provider was not meeting all of the requirements. We have served a notice of action to improve that asks the provider to take the action below within the timescale set out. The provider responded in writing confirming what action they had taken to meet the requirements and we were satisfied with the response. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 15 November 2019:

Ensure that staff: child ratios are met at all times, and apply to the total number of staff available to work directly with the children

Ensure that staffing arrangements meet the needs of the children attending so that they are appropriately supervised, and their individual needs are met.

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](#).