

Complaint about childcare provision

Ref: EY547285/4440548

Date: 14 February 2020

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 31 January 2020 and 12 February 2020, we received concerns that this provider was not meeting some of these requirements. We have served a Notice to improve. This is a legal notice that requires the provider to take the actions below within the timescales set out.

ensure that for children aged under two years, at least one member of staff holds a full and relevant level 3 qualification, and at least half of all other staff hold a full and relevant level 2 qualification by 21 February 2020

ensure the premises and equipment are suitable and fit for purpose; in particular, that air conditioning units are clean and well maintained; hand dryers are securely fitted to the walls and children's toilet facilities are thoroughly clean and easily accessible 21 February 2020.

These Notices to improve will be monitored.

The provider will be able to give parents further information about this.

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](#).

