

Complaint about childcare provision

Ref: 133409/4757073

Date: 21 April 2021

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 March 2021, we received concerns that this provider was not meeting some of these requirements. On the 20 April 2021 we carried out regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirement notice. This is a legal notice that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 4 May 2021

ensure that minimum adult-to-child ratios are met, at all times

improve knowledge and understanding of the legal requirements and implement effective supervision and coaching for all staff, including the acting manager, to ensure they understand and are confident in their roles and responsibilities

On the 10 May 2021, we carried out a visit to the provider to monitor the Welfare Requirements Notice. We found that the Welfare Requirements Notice had been met appropriately. 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.](#)