

Complaint about childcare provision

Ref: 148628/4799125

Date: 24 June 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 26 May 2021, we received concerns that this provider was not meeting some of these requirements. On the 22 June 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 7 July 2021

ensure that minimum adult-to-child ratios are met at all times, and staff are deployed sufficiently to meet the needs of the children

ensure there is at least one member of staff with a full and relevant level 3 qualification, and at least half of all other staff hold a full and relevant level 2 qualification caring for children age two and under at all times

take necessary steps to prevent the spread of infection to ensure children's health is not compromised

On the 12 July 2021 we conducted an unannounced monitoring visit to the premises and were satisfied that the provider had taken appropriate steps to meet the requirements. 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 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](#).