

Complaint about childcare provision

Ref: 2638680/4873965

Date: 17 November 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 19 August 2021, we received concerns that the provider was not meeting some of these requirements.

On 13 October 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take asking the provider to take the actions below within the timescales set out.

Actions needed by 31 October 2021:

- Ensure the daily record of children's attendance always includes an accurate record of all staff present on the premises.

Action needed by 30 November 2021:

- Take steps to ensure that the qualification requirements for staff working directly with the children are met at all times.

We received a written response from the provider confirming the steps they had taken to meet the requirements. This includes changes to the records of attendance so that there is

greater clarity around which staff and leaders are present and caring for children. In addition, the provider has taken steps to ensure that the qualification requirements are met at all times, and is in the process of recruiting more qualified staff. We were satisfied that the provider had taken appropriate action 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](#).