

Complaint about childcare provision

Ref: EY477685/5183478

Date: 30 June 2022

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 13 June 2022, we received concerns that the provider was not meeting some of these requirements.

On 29 June 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 15 July 2022:

- take immediate steps to ensure staff qualification requirements are met at all times
- take action to ensure there is a capable and qualified named deputy in place to take charge in the manager's absence
- take immediate action to ensure appropriate staff: child ratios are maintained at all times to promote children's welfare and safety
- ensure action is taken regarding the use of personal mobile phones to protect the privacy of children cared for as well as ensuring that information relating to children is handled in a way that ensures confidentiality.

We will monitor the provider's response to ensure the actions are successfully completed.

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](#).