

Complaint about childcare provision

Ref: 2529739/5690030

Date: 3 April 2024

Summary of outcome

On 2 April 2024, we completed a regulatory visit and found that the provider was not meeting some of the requirements. The provider had failed to ensure that there were enough staff working with the children who hold relevant childcare qualifications. Additionally, during the visit we found that the provider was not meeting some of the requirements that were not part of the original concerns we had received.

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.

Action needed by 3 April 2024:

I ensure that children are adequately supervised at all times to keep them safe.

Action needed by 03 May 2024:

I ensure that least one member of staff working with children in each age group holds an approved level 3 qualification and at least half of all other staff hold an approved level 2 qualification.

I ensure all records are made easily accessible and available.

We will monitor the provider's response to ensure the action is successfully completed.

The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

We are satisfied with action taken by the provider.

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](#).

