

## **Complaint about childcare provision**

Ref: 2704148/5754766

Date: 5 August 2024

### **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](http://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 12 June and 25 June 2024, we received concerns that the provider was not meeting some of these requirements.

On 25 June 2024, 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.

#### **Actions needed by 11 July 2024**

ensure there is at least one member of staff for every five children aged two years old, ensuring at least one member of staff must hold a level 3 qualification and half of all other staff must hold a level 2 qualification

take all reasonable steps to ensure that staff and children are not exposed to risks and demonstrate how risks are managed, identify areas of the environment that need to be checked regularly when and by whom they will be checked, and how the risk will be removed or minimised

take action to ensure all staff have the necessary skills to implement the behaviour management policy; this specifically refers to ensuring all staff manage children's behaviour 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](#).