Complaint about childcare provision

Ref: 148700/5924069

Date: 6 February 2025

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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On the 8 January 2025, we received concerns that the provider was not meeting requirements relating to staff to adult ratios and qualifications, training, support and skills. On the 5 February 2025 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 21 February 2025:

- ensure that minimum adult to child ratios are met at all times and 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 at all times

- provide effective supervision, including coaching, mentoring and professional development opportunities to the manager and staff, to ensure they have the skills and knowledge to fulfil the requirements of their role.

On 24 February 2025, we carried out a regulatory visit we found that the provider had met the actions set in the welfare requirements notice. The provider had improved the staff to child ratios and supervision of staff. The information gathered suggests that the provider is now meeting the requirements of their registration. We are satisfied the provider has met

the safeguarding and welfare actions raised. 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.