

Complaint about childcare provision

Ref: EY382538/4155600

Date: 20 February 2019

Summary of outcome

'All early years providers must meet the legal requirements in the 'Statutory framework for the early year's foundation stage', which you can find at <https://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 February 2019, we received concerns that this provider was not meeting some of these requirements. We conducted an unannounced visit to the setting on 15 February 2019.

Following our visit, we served a notice to improve. This is a legal notice that requires the provider to address the actions set out below:

ensure that all staff receive effective supervision which provides support, coaching and training for the practitioner and promotes the interests of children. Supervision should foster a culture of mutual support, teamwork and continuous improvement

ensure that staff are effectively deployed to meet the needs of all children and ensure their safety. This particularly refers to staff focusing on managing routines rather than engaging purposefully with children

ensure that children have balanced meals every day and parents are kept informed of what children are eating at nursery

ensure that all children have adequate sleep provision, this includes appropriate bedding and personal space, this specifically refers to the children accommodated in the toddler room

ensure that all reasonable steps are taken so that children are not exposed to risks, this specifically refers to accessible household cleaners in the bathroom and to the general cleanliness of the bathroom facilities

ensure children are supported to learn and develop in an enabling environment, where resources support purposeful play, and staff are able to respond to the children's individual needs and interests.

We set a completion date of 6 March 2019 for these actions to be met. The provider will be able to give parents further information about these matters.

Ofsted has received an appropriate response from the provider to demonstrate that requirements are now met.

The provider remains 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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).