

Complaint about childcare provision

Ref: EY359944/4251953

Date: 1 August 2019

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 the 10/06/2019, we received some information that raised concerns that this provider was not meeting some of the requirements. On 1st July 2019, we visited the provider and found the provider was not meeting some of the requirements. We issued a notice to improve. This is a legal notice that requires the provider to take the actions below within the timescales set out.

3.50 : Ensure a written record of accidents or injuries and first aid treatment is maintained

3.21 ensure there are appropriate arrangements in place for the supervision of staff which fosters a culture of mutual support, teamwork and continuous improvement.

3.30 ensure there are adequate number of staff available to work directly with children to meet ratio requirements at all times.

The notice to improve will be monitored to ensure the provider meets requirements.

The provider will be able to give parents further information about this.

The provider is still registered with Ofsted.

The provider has now given Ofsted a satisfactory response to the actions raised and 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](#).