

Complaint about childcare provision

Ref: 2519719/4299766

Date: 10 September 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 5 August 2019, we received information that this provider was not meeting some of these requirements. We visited the setting on 15 July 2019 and we have issued them with Notices to Improve. 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:

make sure staff know the processes to follow for any allegations against leaders or staff, by 30 August 2019

ensure that the procedures for the supervision of staff provides opportunities to discuss the needs of children and that the supervision meetings identify solutions to issues as they arise, coaching and training are identified and implemented, by 30 August 2019

ensure records about staff and their vetting procedures including their references and qualifications are easily available, by 30 August 2019

ensure that written records of accidents include the first aid treatment provided, BY 30 August 2019

ensure meals and snacks provided are healthy, balanced and nutritious, by 30 August 2019

The provider took appropriate action to meet the Notice to Improve 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](#).