

Complaint about childcare provision

Ref: EY263053/4357774

Date: 5 November 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 15 October 2019 we received a concern that this provider was not meeting some of these requirements.

We served a Notice to Improve that requires the provider to take the actions below within the timescales set out. The provider will be able to give the parents information about this.

Actions required by 10 December 2019

Ensure the deployment of staff enables them to meet the needs of the children, allowing staff to engage children in planned purposeful play

Ensure staff are aware of management policy with regard to the deployment of staff and when they may need to seek additional cover to retain ratio requirements.

Ensure that systems for recording and sharing information regarding children's dietary needs are clearly understood and followed by all staff

The provider has taken appropriate action and we are satisfied with the improvements and will not take any further action. 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](#).

