

Complaint about childcare provision

Ref: EY488818/4332386

Date: 10 December 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 13 September 2019 we received concerns that this provider was not meeting some of these requirements. We visited the provider to discuss the concerns and have issued a Notice to Improve. This is a 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. The provider is still registered with Ofsted.

Action required;

3.23 – ensure there is a named deputy who is capable and qualified to take charge in the managers absence

By date 11 November 2019

3.20 - improve systems for the induction of new staff so that they are familiar with their roles and responsibilities and they know what is expected of them, to enable them to carry out their duties to a good standard

By date – 11 November 2019

3.21 - implement robust procedures for the supervision of staff so that they are provided with regular feedback about the quality of their performance and are supported to improve their practice.

By date – 11 November 2019

A suitable response was received from the provider.

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](#).