

Complaint about childcare provision

Ref: 136120/4380866

Date: 3 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 November 2019 we received concerns that this provider was not meeting some of these requirements regarding food and drink. The provider notified us on 18 November 2019 that there had been concerns about incorrect food being given to children and the action they had taken. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of any significant events. We visited on 20 November 2019 and found that although there was a breach in requirement regarding food and drink at the time of the notification, the provider has taken appropriate action to rectify this. However, other breaches were observed and a Notice To Improve was issued. This requires the provider to take the following action within the timescales set out. The provider remains registered with Ofsted.

Actions to be completed by 6 December 2019:

ensure the organisation of meal times supports young babies' learning and care needs so that they do not become distressed when sat immobile for long periods of time

ensure information about children is kept confidential and only accessible to those who have a right to see it.

The provider has taken appropriate action 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](#).