

Complaint about childcare provision

Ref: 129017/4425496

Date: 21 February 2020

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 14 January 2020, we received concerns that this provider was not meeting some of these requirements. On 30 January 2020, we carried out an unannounced visit to the provider to assess whether the provider was meeting the requirements.

Following our visit, we issued the provider with a Notice to Improve. This is a notice that requires the provider to take the action below within the timescales set out.

Action needed by 2 March 2020:

- ensure risk assessment arrangements support children's health and safety in the setting with particular regard to play activities using food.

Following conclusion of our enquires, we issued the provider with an additional Notice to Improve. The provider will be able to give parents further information about this.

Action needed by 23 March 2020:

- ensure all staff have a secure understanding of safeguarding issues and can effectively implement a policy and procedure to safeguard children in line with the procedures of the Local Safeguarding Children Board
- ensure staff have the support and skills to meet children's individual needs including those with SEND

The provider is still 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](#).