

## **Complaint about childcare provision**

Ref: EY501751/4368947

Date: 20 December 2019

### **Summary of outcome**

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 29 October 2019, we received concerns that this provider was not meeting some of these requirements. We issued a Notice to Improve that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed:

maintain an accurate record of children's and staff attendance, to verify how the required staff-to-child ratios and qualification requirements are consistently met by 11 December 2019;

improve deployment of staff at lunch time, to ensure children are supervised by staff who are available and working directly with the children at this time so that the required staff ratios and qualification requirements are consistently met by 11 December 2019.

We have reviewed the provider's response to the Notice to Improve and we are satisfied with the action they have taken. 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](#).