

Complaint about childcare provision

Ref: EY545732/4426524

Date: 24 April 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 16 January 2020 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.

Actions required:

ensure that parents are notified without delay of any incidents in the daily routine that may affect their child's well-being

By 22 February 2020

improve the information given to parents about the food and drink provided for children

By 22 February 2020

improve the deployment of staff and the organisation of lunchtime routines to ensure children's needs are met and they are supported to eat in a comfortable environment

By 22 February 2020

ensure that there are clear care plans for all children who have special dietary requirements and make sure this information is regularly reviewed with parents

By 22 February 2020

ensure that the outdoor area and the outdoor toys and resources are clean, safe and well organised and meet the needs of children

By 22 February 2020

ensure that outdoor activities are planned and taken more frequently.

By 22 February 2020

Another visit was carried out to check that improvements have been made. We are satisfied that the above actions have been appropriately addressed. 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](#).