

Complaint about childcare provision

Ref: EY497857/4453216

Date: 19 May 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 12 February 2020 we received concerns that this provider was not meeting some of these requirements. We have served a notice to improve that requires the provider to take the actions below within 3 March 2020. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

- ensure that staff deployment is fully effective to supervise children effectively and to meet their needs
- review and improve the organisation of snack time and sleep time routines to reduce the risk of cross- contamination and promote children's good health effectively
- ensure that staff supervision is fully effective to improve the personal effectiveness of staff and to foster team work.

Ofsted has received an appropriate response to the actions to demonstrate that requirements are now met.

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](#).