

Complaint about childcare provision

Ref: EY478906/4455798

Date: 2 October 2020

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 14 February 2020, we received concerns that this provider was not meeting some of these requirements. On 30 September 2020 we conducted an unannounced visit to the setting. We have served a notice to improve 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 needed:

provide managers and staff with supervision and support that helps develop their practice, manage their workload and aids their well-being, by 30 October 2020

make sure Ofsted are notified of any changes to the provision, including any change in directors, by 30 October 2020

ensure agreement is gained from Ofsted prior to keeping records off the premises and documents are readily available for inspection, by 30 October 2020

make sure all staff responsible for preparing and handling food receive relevant food hygiene training, by 30 October 2020

On 27 October 2020, we received a written response from the provider. We found that they had taken the appropriate action to meet the notice to improve.

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 on our website for a period of five years.

For further information about the complaints process please view the [Concerns and](#)

[complaints about childminders and childcare providers leaflet.](#)