

## **Complaint about childcare provision**

Ref: EY557213/4570813

Date: 12 November 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](http://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 07 September 2020 we received concerns that this provider was not meeting some of these requirements. We visited the provider and made telephone calls to discuss the concerns and have issued a Welfare Requirements Notice. This is a legal 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. The provider is still registered with Ofsted.

take all reasonable steps to ensure staff and children are not exposed to risks and demonstrate how you manage risks with particular reference to any information which is likely to affect the suitability of the early years provider or any person who is in regular contact with children by 02 November 2020

implement effective supervision that supports staff to improve their personal effectiveness and ongoing monitoring to ensure improvements in childcare practice are sustained with particular reference to procedures for food and drink and completing the necessary training in a timely manner by 02 November 2020

We will monitor the provider's response to ensure the actions are successfully completed.

On 03 November 2020 we visited the provider. We found that the provider has put steps in place to manage risks with regard to any person who may be in regular contact with children.

The provider had taken steps to ensure staff complete mandatory training in line with the nursery policies and procedures. All staff receive regular supervision meetings with a senior member of staff.

## **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](#).