

Complaint about childcare provision

Ref: 2515655/5197459

Date: 20 September 2022

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 29 June 2022 we received concerns that this provider was not meeting some of these requirements. We received further communications in relation to the same perceived weaknesses. It was alleged that there were insufficient staff to supervise the children and that children's diets contained too much salt.

We carried out an unannounced visit and found that required ratios were met and that all menus had been reviewed to include salt content. We also found that preschool room to be poorly organised. This was affecting children's behaviour and concentration. We issued a notice to improve. This is a notice that asks the provider to take the actions below within the timescales set out.

Actions needed:

Improve the overall organisation of the preschool room to provide a calm learning environment that supports children's behaviour and their engagement in the curriculum. For example, look critically at routines and group sizes so that children have sufficient support from the adults. By 26 August 2022.

We carried out a further unannounced visit and were satisfied with the improvements that had been made. The provider is still registered with Ofsted. 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.