

Complaint about childcare provision

Ref: EY468774/4269693

Date: 13 August 2019

Summary of outcome

'All early years providers must meet the legal requirements in the 'Statutory framework for the early year's foundation stage', which you can find at <https://www.gov.uk/government/publications/early-years-foundation-stage-framework> If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 21 June 2019, the provider notified us that a child in their care had been given food that they were allergic to. This resulted in the child requiring emergency medication and hospital treatment. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of any allegations of serious harm or abuse by any person living, working, or looking after children at the premises (whether the allegations relate to harm or abuse committed on the premises or elsewhere).

On 8 August 2019, we conducted an unannounced visit to the setting. We found the provider had taken appropriate action to investigate the breaches to requirements in relation to the safe management of food in the setting, particularly when there are children with severe allergies. We are satisfied that the provider is now meeting requirements in relation to this matter.

Although not part of the original notification we did find breaches to requirements during our visit. We have served a notice to improve. This is a legal notice that requires the provider to take the actions below:

ensure that staff child ratios are maintained at all times, in particular there must be at least one member of staff for every four children who are aged two years

ensure that all staff consistently promote positive behaviour management strategies

ensure all reasonable steps are taken to ensure children are not exposed to risks, this specifically refers to the accessibility of the boiler room.

We set a completion date of 27 September 2019 for these actions to be met. The provider will be able to give parents further information about these matters.

Ofsted has received an appropriate response from the provider to demonstrate that they took action to introduce more robust procedures for promoting positive behaviour

management strategies, children's safety and maintaining staff child ratios.

The provider remains 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](#).