

## **Complaint about childcare provision**

Ref: EY458268/4631634

Date: 8 March 2021

### **Summary of outcome**

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how regulated early years and childcare providers in England have delivered child-centred practice and care within the context of the restrictions placed on society during the COVID-19 (coronavirus) pandemic.

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 12 November 2020 and 5 January 2021 we received concerns that this provider was not meeting some of these requirements. On 16 February 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued a notice to improve. This notice requires the provider to take the actions below within the timescale set out. The provider will be able to give parents further information about this.

Actions needed by 8 March 2021:

ensure the first aid box is stocked with appropriate contents for use with children

ensure fire safety requirements are complied with, in particular regard to ensuring fire extinguishers are in good working order

ensure that all staff who prepare or handle food for children receive training in food hygiene

ensure that staff to child ratios are met at all times. This applies to the total number of staff

available to work directly with children.

We are satisfied that the provider has taken the necessary steps to meet the actions raised. They have restocked all first aid kits to ensure the contents are suitable and in date. Fire safety requirements are now complied with and all staff are now trained in food hygiene. The provider has reviewed the staff to child ratios to ensure these are always adhered to.

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 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](#).