

## **Complaint about childcare provision**

Ref: EY317102/4839889

Date: 11 August 2021

### **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 14 July 2021, we received concerns that the provider was not meeting some of these requirements.

On 9 August 2021, we carried out a regulatory visit. We found that the provider has updated their practice and procedures, and has also introduced additional resources to ensure that children receive food that meets their dietary requirements and preferences. We also found the provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 27 August 2021:

- take all reasonable steps to ensure staff and children in your care are not exposed to risks and demonstrate how you are managing risks in relation to accessing resources from the lock-up storage facility.

On 12 August 2021, the provider responded to the action set. We found that the provider had updated their risk assessments and updated their induction procedure to include which areas of the site are accessible. In addition, the provider has made the lock-up storage facility inaccessible to staff and children.

We are satisfied the provider has met the risk assessment action raised. 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](#).