

## **Complaint about childcare provision**

Ref: EY401865/5102825

Date: 11 May 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](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 2 March 2022, we received concerns that the provider was not meeting some of these requirements.

On 11 March 2022, we carried out an inspection and found the provider was not meeting some of these requirements.

The report and inspection outcome will be published in due course. Following the inspection we served a welfare requirements notice on 11 May 2022. 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.

Actions needed by 13 May 2022:

- implement effective risk assessments to ensure children's safety, with particular regard to the security of the premises
  
- ensure that food provided is healthy, balanced and nutritious and supports children in making healthy choices about what they eat and drink

- ensure that good hygiene practices are followed at all times so that children's good health is assured
- ensure parents are provided with information about children's progress and how to extend learning to home

On 23 May 2022, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised at their last inspection.

We found that the provider had improved their procedures relating to risk assessments, meaning the premises was secure. Food provided to children was much improved, now containing a healthy selection of fruit and vegetables. Hygiene practices observed were improved, meaning that there was no risk from cross-contamination. The childminder also explained they now share more detailed information with parents about children's progress. Additionally, they are informing parents of children's interests in certain subjects. This means that parents can follow up this interest at home, thereby extending children's learning.

We are satisfied the provider has met the safeguarding and welfare actions 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](#).