

Complaint about childcare provision

Ref: EY309106/5184767

Date: 19 July 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 15 June 2022, we received a concern that the provider was not meeting some of the legal requirements. On 13 July 2022, we conducted a regulatory telephone call to follow up the concern, we also requested documentation and photographic evidence to support the discussion. During that conversation with the provider, we found they were not meeting some of those requirements, but had since reviewed their practice in relation to sleeping arrangements, food safety, risk assessment and premises. The provider has taken appropriate action to ensure the mattress and bedding used for babies at sleep or rest time is suitable and does not pose any risks to children. The provider checks that staff working with babies understand the safety issues relating to bottle feeding. The provider has changed the way in which they serve fruit snacks to children. For example, they now slice the fruit lengthways and soften harder fruit such as apples, to make it easier for babies to eat and help reduce the risk of choking. The allotment area in the garden has been locked to prevent any children from entering, because it is not suitable for use. Ofsted are satisfied with the action taken by the provider.

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](#).