

Complaint about childcare provision

Ref: EY244952/5202898

Date: 26 August 2022

Summary of outcome

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 07 July 2022, we received concerns that this provider was not meeting some of these requirements. On 17 August 2022, we carried out an unannounced regulatory visit. We found breaches of requirements. This included weaknesses in supervision of children, risk assessments and hygiene practices. We have served a welfare requirements notice. 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.

Following our visit we asked the provider to:

ensure risk assessments are implemented and reviewed to ensure children's safety and well-being are consistently promoted

increase supervision of children, particularly during mealtimes to prevent any risks of choking

improve transition arrangements for children and ensure routine times of the day are well organised to meet children's individual needs

ensure staff are clear about their roles and responsibilities, particularly when engaging and interacting with children

develop hygiene practices to ensure cutlery, plates and cups dropped on the floor are not returned to children until cleaned

ensure staff who prepare and handle food receive appropriate food hygiene training.

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](#).