

Complaint about childcare provision

Ref: 2581792/5172832

Date: 8 September 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 7 June 2022, 18 July 2022 and 16 August 2022 we received concerns that the provider was not meeting some of these requirements.

On 9 and 24 August 2022, we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has ensured staff implement robust risk assessments to keep children safe. For example, they now store sterilising fluids appropriately and ensure that seating arrangements at mealtimes promotes babies' health and safety by preventing them from sharing food with their friends. Arrangements to ensure all staff understand policies and procedures have improved, in particular the use of social media and the safe use of devices in the nursery. The provider has ensured that staff understand their key person responsibilities to care for and supervise children, even when parents and non-childcare staff are in the rooms.

The provider will be able to give parents further information about this. 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](#).