

Complaint about childcare provision

Ref: EY297718/5226693

Date: 15 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 04 August 2022, the provider notified us that children's specific dietary needs had not been met to ensure their safety and well-being. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant event.

On 01 September 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have served 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. The provider is still registered with Ofsted.

Actions needed by 28 September 2022:

- ensure all staff receive adequate training to enable them to understand and fulfil their responsibilities, monitor the impact of training to ensure it is effective
- make sure procedures for the safe provision of food are followed by all staff to ensure children's safety
- ensure the two-way flow of information between the nursery and parents is accurate
- take steps to ensure that children are not exposed to risks and that staff take the necessary action to protect children.

We will monitor the provider's response to ensure the actions are successfully completed.

On 29 September 2022, we carried out a monitoring visit. We found that the provider had met the actions set out in the welfare requirements notice.

All staff have participated in training to improve their understanding of dietary requirements and the possible consequences of not meeting these. Revised procedures are in place to support staff with the safe provision of food. Managers are monitoring practice at meal times to ensure staff follow the procedures and that children are provided food that meets their individual dietary needs. Managers and staff are clear about making sure information is recorded accurately and appropriately shared with parents.

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](#).