

Complaint about childcare provision

Ref: 223229/5268591

Date: 16 January 2023

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 30 September 2022 we received information that this provider was not meeting some of these requirements.

We completed a regulatory visit to the setting on 12 January 2023. We found the provider was not meeting some of the requirements. The provider has taken action to ensure that there are procedures in place so that staff are aware of the children in their care that have special dietary requirements, including allergies and intolerances.

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..

Actions needed by 24 February 2023:

ensure that the designated safeguarding lead and all staff understand how to report safeguarding concerns about a child in their care in line with the local safeguarding partnership procedures

ensure that confidential information about staff and children is held securely, and can only be accessed by those who have a professional need to do so

ensure the premises and equipment are maintained and meet a good standard of hygiene, with particular regard to carpeted areas and toy storage units.

On the 1 March 2023 we completed a regulatory visit to the setting to monitor the welfare requirements notice. During this visit we found that the provider has taken action to ensure that the designated safeguarding lead and all staff understand how to report safeguarding concerns about children in their care in line with the local safeguarding partnership procedures. That all confidential information about staff and children is now held securely and that the premises and equipment meet a good standard of hygiene.

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](#).