

Complaint about childcare provision

Ref: EY549433/5374439

Date: 17 March 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 14 February 2023, we received concerns that the provider was not meeting some of these requirements.

On 15 March 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take 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 31 March 2023:

- provide effective support and mentoring for staff, to help them develop effective behaviour management strategies
- implement effective supervision for the manager to help fulfil their roles and responsibilities effectively and identify solutions to issues as they arise
- ensure there are suitable facilities for the hygienic storage, preparation and serving of snacks and meals
- maintain appropriate hygiene practices for the storage and preparation for food areas
- ensure health and safety regulations are complied with including ensuring the premises meets fire safety regulations, including fire exit points
- improve risk assessments, including the kitchen area to prevent any serious risks to staff and children from unsafe storage and use of electrical equipment
- improve communication strategies with parents to keep them informed and respond to concerns they may have, including keeping an accurate record of the outcomes

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

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](#).