

Complaint about childcare provision

Ref: 2535490/5378931

Date: 15 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 20 February 2023, we received concerns that the provider was not meeting some of these requirements. On 13 March 2023, we carried out a regulatory visit. During that visit we found the provider was not meeting some of the requirements. We found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. On this occasion we will not take any further action with regard to this. However, we have served a notice to improve. This 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.

Action required by 24 March 2023:

- ensure robust risk assessments are implemented at mealtimes, to identify potential hazards, and minimise the risk of harm to children who have food allergies
- take action to ensure the deployment of staff is effective, so that children are adequately supervised to keep them safe and protect their well-being
- improve staff's knowledge and understanding of the procedures in place at mealtimes, for the safe management of children who have food allergies.

On 21 March 2023, we received a response from the provider. They confirmed the key person system has been reviewed to address consistency for staff and children. Mealtimes have been revised and risk assessed to help reduce the risk of allergy contamination. Staff have been reminded of the procedure used to identify children who have an allergy or a preference at mealtimes. All staff have been asked to read the policies and procedures around mealtimes, allergies and key person.

Ofsted are satisfied with the action taken by the provider.

The provider remains 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](#).