

Complaint about childcare provision

Ref: EY357973/5411929

Date: 20 April 2023

Summary of outcome

On 4 April 2023, we received concerns that the provider was not meeting some of these requirements.

On 18 April 2023, we carried out an unannounced regulatory visit. We found the provider was not meeting some of the requirements and had taken some action to put this right. The provider had reflected on their risk assessments for the use on certain equipment to ensure the safety of children. They had also implemented further measures to minimise the risk of harm to children with allergies and/or dietary requirements. However, on the day of the visit it was found that some staff had not been fully updated on the updates to the risk assessments and the procedures put in place to support children with allergies and/or dietary requirements.

Furthermore, we found that the provider had failed to notify Ofsted of significant events, which is a requirement of their registration.

We have issued actions for the provider to take.

The provider will be able to give parents further information about this.

Actions needed by 5 May 2023:

- ensure when changes are made to risk assessments that all staff have a thorough understanding of procedures, so that the equipment and the environment is always safe and secure
- ensure all staff are clear on the procedures to follow at mealtimes particularly, in regard to children with allergies and/or dietary needs.

On 3 May 2023, the provider responded to the actions set. We found that the provider has improved their risk assessments procedures to ensure equipment is always safe and secure. They have also ensured that staff are clear on the procedures to follow in regard to children with allergies and/or dietary needs. We are satisfied the provider has met the safeguarding and welfare actions raised.

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](#).