

## **Complaint about childcare provision**

Ref: EY300951/5375350

Date: 6 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](http://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 15 February 2023, we received concerns that the provider was not meeting some of these requirements.

On 03 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. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 17 March 2023:

- ensure children are within sight and/or hearing at all times, with particular regards to sleeping children
- improve arrangements for managing children's allergies and dietary requirements to ensure that all children are included and have their needs met
- ensure the nominated individual understands their roles and responsibilities including an understanding of when to notify Ofsted of change to directors and the suitability checks required
- ensure Ofsted is supplied with the relevant information so vetting processes can be completed for all directors.

On 31 March 2023, the provider responded to the actions set. We found that the provider had made changes to the provision to ensure children are within sight and/or hearing at all times. They had improved arrangements for managing children's allergies. The nominated individual had developed their knowledge of their roles and responsibilities and had supplied Ofsted with the relevant information needed.

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](#).