

Complaint about childcare provision

Ref: EY471611/5450378

Date: 21 August 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 24 May 2023 we received concerns that the provider was not meeting some of these requirements.

On 18 August 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. They had put measures in place to limit the temperature of the hot water in the kitchen and restricted access to the kitchen to all children within the setting. The provider will be able to give parents further information about this.

Additionally, we found that the provider had failed to inform Ofsted of a significant event, which is a requirement of their registration.

Furthermore, we found the provider was not meeting some other requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 25 August 2023:

- ensure staff are clear about their roles and responsibilities, with regard to promoting children's health and safety and seeking medical treatment or advice

We will monitor the provider's response to ensure the action is 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](#).