

Complaint about childcare provision

Ref: EY545237/5440504

Date: 7 September 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 10 August 2023, we carried out a regulatory visit and found the provider was not meeting some of these requirements. Following the visit we served a welfare requirements notice on 14 August 2023. This is a legal notice that 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. The provider is still registered with Ofsted.

- ensure that arrangements regarding the safe use of cameras and mobile devices are implemented robustly and relevant legislation is adhered to
- ensure that leaders hold an approved qualification at level 3 or above
- implement effective systems for staff supervision, coaching, mentoring, and training
- ensure that children are provided with a range of healthy, balanced and nutritious meals
- comply with the requirements of health & safety legislation, specifically those for the safe preparation of food
- ensure that the premises are fit for purpose, with particular regard to safety, cleanliness and hygiene
- ensure risks are identified by staff and make sure that staff take action to remove hazards.

On 6 September 2023, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised at the last visit.

We found the provider had taken swift and sufficient action with regard to the safe use of cameras and mobile devices.

The newly appointed manager holds an appropriate, full and relevant qualification and has implemented a cycle of supervision, support, coaching and training for all staff. This includes

regular checks on their personal well-being.

Leaders have carefully considered the food and drink offered to children. Menus now reflect a healthy and nutritious variety of meals and snacks, which are prepared by suitably qualified staff. The safe preparation of food has been given high regard, along with arrangements for safety, cleanliness and hygiene.

Staff now fully understand their role in identifying potential hazards and implement effective risk assessments to ensure that children are able to play in a safe and secure environment.

We are satisfied that the provider has met the safeguarding and welfare actions raised. 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](#).