

## **Complaint about childcare provision**

Ref: EY479735/5494058

Date: 19 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](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 20 July 2023, we received concerns that the provider was not meeting some of these requirements.

On 31 July 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. 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.

Actions needed by 31 August 2023:

- ensure that there is a manager or named deputy manager, in the manager's absence, available to effectively lead the provision
- promote children's good health, with particular regard to ensuring adequate food is provided at mealtimes
- ensure that the manager and senior members of staff have sufficient training, skills and knowledge required to fulfil their roles and responsibilities.

On 7 September 2023, we conducted a monitoring visit to follow up the actions set.

We found that there was a manager or named deputy manager, in the manager's absence, available to lead the provision. Children's good health is being promoted and they are provided with adequate amounts of food at mealtimes. Senior members of staff have started to attend training that provides them with the skills and knowledge to carry out their roles and responsibilities.

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](#).