

## **Complaint about childcare provision**

Ref: 253182/5559911

Date: 23 November 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 12 October 2023, we received concerns that the provider was not meeting some of these requirements.

On 25 October 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 21 November 2023:

- ensure staff know about children's dietary needs and understand the procedures they must follow to meet these
- ensure the environment where children play is clean and hygienic
- ensure staff understand their roles and responsibilities and the procedures they must follow to keep children safe.

On 22 November 2023, we carried out a regulatory visit where the provider responded to the actions set. We found that the provider had made sure all staff know about children's individual dietary needs and staff understand and follow the procedures to meet these. We observed the environment in which children play to be clean and hygienic, and staff understand their responsibilities in maintaining the environment in this way. We found that the management team had confirmed staff know their roles and responsibilities, and children's safety is always prioritised.

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](#).