

Complaint about childcare provision

Ref: EY272702/5574363

Date: 8 November 2023

Summary of outcome

All early years providers must meet the legal requirements in the 'Statutory framework for the early years foundation stage', (EYFS) 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 30 October 2023, we received concerns that the provider was not meeting some of these requirements.

On 2 November 2023, we carried out a regulatory visit. We found that the provider was not meeting some of the requirements. We have issued actions for the provider to take within the timescales set out.

Actions needed by 17 November 2023:

- ensure suitable facilities for the hygienic preparation of children's food by taking the action required in the recent food safety inspection
- ensure staff who are responsible for preparing and handling food are competent to do so, with particular regard to keeping required records and meeting food safety standards
- ensure that health and safety requirements are met, particularly relating to the safe storage and control of cleaning fluids.

We will monitor the provider's response to ensure the actions are successfully completed. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

On 17 November 2023, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of food hygiene and health and safety requirements. Those that prepare and handle food have received training to ensure that that they are competent to do so, including keeping accurate records. The staff team have received refresher training to ensure they understand and follow the correct procedures for the safe storage of chemicals.

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](#).