

## **Complaint about childcare provision**

Ref: 2688560/5655417

Date: 19 February 2024

### **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 9 February 2024, we received concerns that the provider was not meeting some of these requirements.

On 16 February 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. Although the provider had taken action to put some of these right, we found the provider was not meeting further requirements. We have issued actions for the provider to take.

Actions needed by 1 March 2024:

- support staff to understand their roles and responsibilities, particularly in relation to health and safety issues
- ensure staff take appropriate action to remove identified risks and ensure children's safety
- ensure toileting procedures are followed and toilets and potties are cleaned after use.

On 26 February 2024, the provider responded to the actions set. The provider took swift action and held a meeting with staff to ensure they fully understand their role and responsibilities including identifying and removing risks. Staff have updated their training including food hygiene, manual handling, health and safety in the workplace and kitchen and catering practice. In addition, toileting procedures have been reviewed and staff have updated their knowledge on these.

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](#).