

## **Complaint about childcare provision**

Ref: 122744/5637532

Date: 29 January 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 18 January 2024, we received concerns that the provider was not meeting some of these requirements.

On 25 January 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

Actions needed by 15 February 2024:

- provide Ofsted with the required information on all committee members, including changes to the nominated individual, in order to assess suitability
- ensure a record is kept of DBS numbers for all staff, the date the check was made and who obtained it
- ensure the overall organisation of the setting is clear and understood and enables the manager to carry out their role effectively
- ensure all food is stored safely and securely and is not accessible to any other users of the premises.

On 19 February 2024, the provider responded to the actions set. We found that the provider has provided Ofsted with the information required to conduct suitability checks on committee members, and that they fully understand their roles and responsibilities. This enables the manager to carry out their role effectively. All DBS numbers are now recorded in line with requirements. The provider has made arrangements to ensure food is stored safely.

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](#).