

Complaint about childcare provision

Ref: EY236248/5769422

Date: 12 July 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](https://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 2 July 2024, we received concerns that the provider was not meeting some of these requirements.

On 12 July 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider had taken steps to ensure that they follow their own safeguarding policy in relation to the personal use of mobile phones.

In addition, we found that the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 19 July 2024:

- ensure that there is a suitable area for hygienically preparing food for children

We will monitor the provider's response to ensure the action is successfully completed.

On 15 July 2024, the provider responded to the action set. We found that the provider had ensured that there is a suitable area for hygienically preparing food for children.

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](#).