

Complaint about childcare provision

Ref: EY281718/5925416

Date: 14 January 2025

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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 9 January 2025, we received concerns that the provider was not meeting requirements relating to food and drink.

On 13 January 2025, 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. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 17 January 2025:

- improve the quality of information collated from parents specifically regarding children's allergies
- ensure that detailed care plans are in place for all children with known allergies and that staff are fully aware of these
- ensure that the settings policies and procedures are consistently adhered to, so that children's specific dietary needs are met all times.

We are satisfied with the action taken by the provider. The provider remains 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](#).

