

Complaint about childcare provision

Ref: 2645070/4900415

Date: 9 December 2021

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 20 September 2021, we received concerns that the provider was not meeting some of these requirements.

On 9 November 2021, 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.

Actions needed by 30 November 2021:

- improve knowledge of procedures to follow if allegations are made against a staff member
- develop knowledge of physical intervention and the procedures to follow if this is ever used on a child
- ensure children are provided with healthy, nutritious food, with specific regard to considering the salt and sugar content of the foods provided.

On 19 November 2021, the provider responded to the actions set. We found that the provider had reviewed and updated their policies regarding procedures to follow if allegations are made against a staff member and the use of physical restraint on a child. The provider has supported staff to ensure they understand these amended procedures. The provider is also reviewing the food she provides to children. She is now considering the sugar and salt content of foods provided to ensure children benefit from a more healthy, balanced diet.

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](#).