

Complaint about childcare provision

137800/C352263

Date: 24/07/2018

Summary of complaint

All early years providers must meet the legal requirements in the Statutory framework for the early year's foundation stage, which you can find at <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 6 July 2018 we received concerns that this provider was not meeting some of these requirements. The provider had failed to share with Ofsted a significant incident involving a child getting burnt by hot soup at the setting. This is a failure under requirements to notify Ofsted of any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children.

On 23 July 2018 we conducted an unannounced visit to the setting. The provider had already taken action to address concerns in relation to the safe temperature in which to serve food to children. However, following this visit we served the provider with notices to improve –

ensure suitable procedures are in place to maintain appropriate hygiene measures when food is prepared for children. Ensure all staff responsible for preparing and handling food are competent to do so

ensure suitable hygienic changing facilities are maintained for changing any children who are in nappies.

We set a completion date of 31 July 2018 for these actions to be met. The provider will be able to give parents further information about these matters.

Ofsted will monitor the provider's response. 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 for five years commencing on the date we complete our investigation.

For further information on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted