

Complaint about childcare provision

Ref: EY551926/5814527

Date: 8 October 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-foundationstage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 28 August 2024, we received concerns that the provider was not meeting requirements relating to Safety and suitability of premises, environment and equipment; Qualifications, training, support and skills, and Health.

On 6 September 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 27 September 2024:

- ensure the areas used to provide healthy meals, snacks and drinks for children are hygienic
- ensure the premises is fit for purpose and that you comply with requirements of health and safety legislation, including fire safety and hygiene requirements
- ensure toilet and nappy change areas are hygienic and safe
- maintain appropriate risk assessments to ensure any hazards or risks are removed or minimised.

On 2 October 2024 we visited the provider to assess whether the actions had been met. We found that the provider had completed a thorough clean and tidy up of the premises and outdoor space. Areas used to provide meals are now hygienic. The provider had taken action to meet other legal requirements. The toilet and nappy change areas are now hygienic and safe. The provider is now completing dynamic risk assessments and staff are taking more responsibility in relation to these. A full refurbishment of the premises is also planned for early 2025.

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](#).