

Complaint about childcare provision

Ref: 2571062/5774223

Date: 12 September 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 8 July 2024, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures and safety and suitability of premises, environment and equipment.

On 16 July 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have 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. The provider is still registered with Ofsted.

Actions needed by 9 September 2024:

- use risk assessment effectively to identify any risks to children's health or safety and take action to remove or minimise risks in a timely way
- ensure that there are suitably clean and hygienic facilities for changing children's nappies
- make sure that all areas of the premises are suitably clean and hygienic to promote children's good health
- provide all staff, including managers, with support, coaching and professional development opportunities that ensure they fully understand and fulfil their roles and responsibilities.

We will monitor the provider's response to ensure the actions are successfully completed.

On 11 September 2024, the provider responded to the actions set. We found that the provider had improved their use of risk assessment to maintain a safe environment for children. There are now clean and hygienic nappy changing facilities. Action has been taken to ensure that the premises remains clean and hygienic for children. Staff, including

managers, have accessed coaching and support to help them fully understand their roles and responsibilities. The information gathered suggests that the provider is now meeting the requirements of their registration. 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](#).