

Complaint about childcare provision

Ref: EY481745/4241813

Date: 17 June 2019

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 29 May 2019 we received concerns that this provider was not meeting some of these requirements. We have issued notice to improve 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

consider the individual needs of each child and implement a programme of planned and purposeful play to support and challenge children's progress by 28 June 2019

ensure that the educational programmes involve activities and experiences in all areas of learning and consider the individual needs and interests of each child by 28 June 2019

comply with the requirements of health and safety legislation. This is with specific regard to ensuring that water is of a sufficient temperature to minimise any risks to children by 28 June 2019

ensure that you take reasonable steps to ensure that children are not exposed to risks on a daily basis by 28 June 2019

ensure that there are suitable hygienic arrangements for children to prevent the spread of infection by 28 June 2019.

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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).