

Complaint about childcare provision

Ref: EY394774/4290908

Date: 30 July 2019

Summary of outcome

On 26 July 2019, we received concerns that this provider was not meeting some of these requirements. We conducted an unannounced visit to the provider on 30 July 2019. Following the visit, we have issued a Notice to Improve. This is a 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:

ensure equipment meets the needs of children and promotes their good health, with particular regard to ensuring toilet facilities are clean after children have used them by 29th August 2019

ensure that you comply with requirements of health and safety legislation, including hygiene requirements, with particular regard to the hygienic disposal of nappies and sanitary products by 29th August 2019

implement the safer recruitment policy effectively and consistently to check that practitioners, and any other person who is likely to have regular contact with children are suitable by 29th August 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](#).