

Complaint about childcare provision

Ref: EY374563/4245210

Date: 9 August 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 03 June 2019 we received concerns that this provider was not meeting some of these requirements. We have issued a Welfare Requirements Notice. This is a legal notice that requires the provider to take the actions listed below within the timescales set out. The provider will be able to give the parents further information about this. The provider is still registered with Ofsted.

3.48

Food and drink

ensure there are suitable facilities for the hygienic preparation and storage of food – by 02/08/2019

3.64

Risk assessment

improve risk assessments to provide a safe and clean environment for children – by 02/08/2019

3.60

Premises

meet children's basic care needs by providing suitable facilities for nappy changing – by 02/08/2019

3.76

Information about the provider

ensure that an accurate record of children's hours of attendance is maintained.- by
02/08/2019

A monitoring visit was carried out on 02 August 2019 to monitor the actions set in the Welfare Requirements Notice. The provider was found to be meeting requirements and no further action was required. 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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).