

Complaint about childcare provision

Ref: EY561286/4371528

Date: 15 November 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 31 October 2019, we received concerns that this provider was not meeting some of these requirements. We have served a notice of actions to improve. This is a legal notice that requires the provider to take the actions below within the timescales set out:

take steps to ensure children are not exposed to risks, with particular regard to how the rooms are set out throughout the daily routines, including sleep time by 20 Dec 2019

promote the good health of children and take steps to prevent the spread of infection, with particular regard to the use of toothbrushes and cleanliness in the bathroom by 20 Dec 2019.

The provider will be able to give parents further information about this. The provider wrote to Ofsted and provided satisfactory information about the steps taken to comply with the legal requirements in response to the actions set. 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 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](#).