

Complaint about childcare provision

Ref: EY317616/4539034

Date: 20 July 2020

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 16 July 2020, we received concerns that this provider was not meeting some of these requirements. We visited the provider and found they were not meeting all of the requirements. We served a notice of action to improve that requires the provider to take the action below within the timescale set out. The provider sent a written response confirming the action taken to address the weaknesses identified and we were satisfied with the action taken. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed:

Ensure that all areas of the premises where children play are suitably clean and hygienic at all times to minimise the risk of spread of infection by 27 July 2020.

Ensure that all staff understand their roles and responsibilities to check all areas of the premises when undertaking risk assessments, with particular regards to ensuring all areas where children play are suitably clean and hygienic at all times by 27 July 2020.

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](#).