

Complaint about childcare provision

Ref: EY461331/4919827

Date: 25 October 2021

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 8 October 2021, we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit on 20 October 2021. We have served a Welfare Requirement Notice. This is a legal notice that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Action needed:

ensure that adult-to-child ratios are met at all times by 21 October 2021

ensure that and a daily record of children and staff attendance is maintained accurately by 21 October 2021

ensure staff adhere to the mobile phone policy, with specific regard to the storage of them while staff are on duty, and staff not using their personal mobile phones during school runs by 21 October 2021

ensure children's good health is maintained this is in relation to the nappy changing mat being kept in good repair, and that suitable washing facilities are used to clean children's cups and bottles by 27 October 2021

ensure that risk assessment is effective in identifying all potential risks to children this relates to the worn and split vinyl flooring, children's access to step ladders, buckets filled with water and floor mops 3 November 2021

ensure that repairs to the building is carried out swiftly with specific regard to the damaged ceiling in the playroom and fan in the bathroom by 3 November 2021.

We are satisfied with the action taken by the provider. 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 on our website for a period of five years.

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