

Complaint about childcare provision

Ref: EY538799/5220638

Date: 2 September 2022

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 29 July 2022, we received concerns that the provider was not meeting some of these requirements.

On 25 August 2022, we carried out a regulatory telephone call. We found that the provider was not meeting some of the requirements. While the provider had taken some action to put this right, we found other breaches to requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 16 September 2022:

- ensure fresh drinking water is always available and accessible to all children

- ensure children's good health and hygiene is promoted at all times

We will monitor the provider's response to ensure the actions are successfully completed.

On 8 September 2022, the provider responded to the actions set. We are satisfied the

provider has met the actions raised. 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](#).