

Complaint about childcare provision

Ref: EY266488/5261232

Date: 4 October 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 21 September 2022, we received concerns that the provider was not meeting some of these requirements.

On 28 September 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 7 October 2022:

ensure there are clean facilities for the hygienic preparation of food for children

ensure the premises are fit for purpose and comply with requirements of health and safety legislation

ensure there are clean and hygienic toilet and nappy changing facilities for all children

ensure you take all reasonable steps to make sure that children and staff in your care are not exposed to risks and demonstrate how you are managing risks both indoors and outdoors.

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

On 10 October 2022, the provider responded to the actions set. We found that the provider has employed an outside company to undertake a deep clean of the nursery. The premises are fit for purpose and comply with requirements of health and safety legislation. There are clean and suitable facilities for the hygienic preparation of food. Toilet and nappy changing facilities are clean and hygienic. The provider has taken action to eliminate any possible risks and hazards to children and staff both indoors and outdoors.

We are satisfied the provider has met the safeguarding and welfare 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](#).