

Complaint about childcare provision

Ref: EY349492/5250877

Date: 23 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-foundationstage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 7 September 2022, we received concerns that the provider was not meeting some of these requirements.

On 21 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 12 October 2022:

- ensure the premises, are fit for purpose and comply with current health and safety legislation, particularly in relation to damp within the pre-school room and hallway
- ensure the cracked window within the toddler room is repaired
- take steps to ensure the premises are in a clean and hygienic state, including the outdoor area.

The provider took appropriate action to address the welfare requirements notice. They ensured repairs were completed on the building and decorated the inside. They carried out a deep clean of the premises and revised daily and weekly checklists to ensure the ongoing cleanliness and maintenance of the premises and resources.

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](#).