

## **Complaint about childcare provision**

Ref: 2652827/5224615

Date: 25 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](http://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 2 August 2022, we received concerns that the provider was not meeting some of these requirements.

On 17 October 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider must meet the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 31 October 2022:

- ensure the premises are suitable and fit for purpose, this specifically refers to the cleanliness of the kitchen and bathroom areas, and ensure that all cleaning utensils including mops, buckets and a Hoover are stored safely
- ensure all reasonable steps are taken to ensure the safety of children, staff and others on the premises in the case of fire or any other emergency, this specifically refers to ensuring that all emergency exits, and escape routes are free of obstruction.

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](#).

