

## **Complaint about childcare provision**

Ref: EY346312/5252069

Date: 2 November 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 28th October 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 30th November 2022:

- ensure all areas of the premises comply with hygiene requirements to ensure health and safety legislation is met
- ensure there are suitable hygienic changing facilities for use with any children who are in nappies
- keep children safe and ensure they are not exposed to risks by implementing an effective risk assessment that identifies aspects of the environment, including outdoor play, that need to be checked on a regular basis, and how the risks will be removed or minimised

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

On 2nd December 2022, we carried out a welfare requirements notice monitoring visit. We found that the provider had met the actions due by the 30th November 2022. The provider has ensured that all reasonable checks have been undertaken to ensure hygiene requirements are met. This has included ensuring there are suitable hygienic changing facilities for children who are in nappies. The provider has put in place effective risk assessments, including for outdoor play, to ensure children are safeguarding from risks. 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](#).