

Complaint about childcare provision

Ref: EY476346/5346156

Date: 15 March 2023

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 10 January 2023, we received concerns that the provider was not meeting some of these requirements.

On 6 and 20 February 2023, we carried out regulatory visits. We found the provider was not meeting some of the requirements. We served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions needed by 6 March 2023:

- comply with requirements of health and safety legislation, including the Control of Substances Hazardous to Health regulations
- take steps to ensure children are not exposed to risks and be able to demonstrate how risks are managed, particularly the storage of alcohol, cleaning fluids, laundry fluids, toiletries and aerosols.

Additionally, we found that the provider had failed to notify Ofsted of significant events and changes, which is a requirement of their registration.

On 9 March 2023, we monitored the actions taken. We found that the provider has moved alcohol, cleaning fluids, laundry fluids, toiletries and aerosols from areas used by children so they are always stored securely and out of reach of children. The provider was meeting Control of Substances Hazardous to Health regulations. We are satisfied the provider has met the safeguarding and welfare actions raised. The provider will be able to give parents further information about this. 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](#).