

Complaint about childcare provision

Ref: 254634/5369263

Date: 9 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 7 February 2023, we received concerns that the provider was not meeting some of these requirements.

on 6 March 2023, we carried out a regulatory visit and found the provider was not meeting some of these requirements. We have issued actions for the provider to take within the timescale set out. The provider will be able to give parents further information about this.

Actions needed by 17 March 2023:

- implement good hygiene practices and ensure staff promote good health and hygiene during personal care routines to prevent the spread of infection, with particular regard to nappy changing
- ensure that for children under two there is at least one member of staff who holds an approved level 3 qualification.

The provider has responded appropriately to these actions. They have ensured all staff undertake and promote good hygiene routines throughout the setting. In addition, they have now ensured there are relevant staffing levels in the under twos room.

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](#).