

## **Complaint about childcare provision**

Ref: EY421831/5399036

Date: 28 April 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](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 16 March 2023, we received concerns that the provider was not meeting some of these requirements.

On 25 April 2023, we carried out an unannounced regulatory visit. We found that 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 action below within the timescales set out. The provider will be able to give parents further information about this.

Action needed by 16 May 2023:

- ensure policies and procedures are implemented consistently, particularly with regards to hygiene, to reduce the risk of germs spreading and to protect children's health.

The provider will be able to give parents further information about this.

On 17 May 2023, we carried out a compliance visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare action raised at the last visit. All staff have received additional training and support them to be familiar with how to implement the setting's hygiene procedures. Monitoring of practice has been improved, to ensure these procedures are implemented consistently in order to reduce the risk of germs spreading and to protect children's health.

We are satisfied that the provider met the safeguarding and welfare action 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](#).