

Complaint about childcare provision

Ref: EY493703/5449485

Date: 7 June 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 23 May 2023, we received concerns that the provider was not meeting some of these requirements.

On 5 June 2023, 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.

Actions needed by 28 June 2023

- ensure that the premises, including overall floor space and outdoor spaces, are, fit for purpose, suitable for the age of children, the activities provided on the premises and comply with requirements of health and safety legislation (including fire safety and hygiene requirements)
- determine where it is helpful to make written risk assessments in relation to specific issues that need to be checked on a regular basis, when and by whom those aspects will be checked, and how the risk will be removed or minimised, to inform staff practice, and to demonstrate how the necessary improvements are being made if asked by parents and/or carers or inspectors
- improve the effectiveness of staff supervision to ensure that monitoring of staff practice is used effectively to promote, the interests of children, a shared approach to continuous improvement and a better understanding of their roles and responsibilities
- provide an accurate and comprehensive written record of accidents, injuries and first aid treatment, including a risk assessment that identifies all necessary steps needed to keep children safe and well
- ensure the promotion of health through taking necessary steps to prevent the spread of infection and germs.

We will monitor the provider's response to ensure the action/s is/are successfully completed.

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](#).