

Complaint about childcare provision

Ref: EY501686/5472525

Date: 2 August 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 23 June 2023, we received concerns that the provider was not meeting some of these requirements. On 19 July 2023, we carried out a regulatory visit. We have served a welfare requirements notice. This is a legal notice that required 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 the 31 July 2023:

take action to ensure the requirements of health and safety legislation, including hygiene requirements are suitable and fit for purpose

review hygiene routines to ensure necessary steps are taken to prevent the spread of infection, with particular regard to mealtimes

ensure the premises and equipment are organised in a way that meets the needs of children

ensure all risks and hazards to children's safety are identified, removed or minimised.

On 1 August 2023, we found that the provider had met some of the safeguarding and

welfare actions but not others. We found that the provider had improved the hygiene routines to ensure necessary steps are taken to prevent the spread of infection, with particular regard to mealtimes.

We have served another welfare requirements notice, which includes a new areas of concern. 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 14 August 2023:

take action to ensure the requirements of health and safety legislation, including hygiene requirements are suitable and fit for purpose

ensure the premises and equipment is organised in a way that meets the needs of all children

ensure all risks and hazards to children's safety are identified, removed or minimised

ensure staff are deployed effectively to implement appropriate and consistent behaviour strategies for all children; this specifically refers to ensuring children's behaviour is managed appropriately, and help children understand the consequences of their actions on others.

On 15 August 2023, we carried out an inspection and found that the provider had met the actions set at the last welfare requirements notice, however was not meeting all of the requirements. The report and inspection outcome will be published in due course. 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](#).