

## **Complaint about childcare provision**

Ref: EY492250/5542319

Date: 5 October 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-foundationstage-framework--2](http://www.gov.uk/government/publications/early-years-foundationstage-framework--2). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 22 September 2023 we received concerns that the provider was not meeting some of these requirements.

On 3 October 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. The provider will be able to give parents further information about this. The provider is still registered with Ofsted. Actions needed by 13 October 2023:

- ensure that fresh drinking water is always available and accessible to children
- ensure that all staff follow the setting's procedures for hygienic nappy changing in order to prevent the spread of infection
- ensure that procedures for risk assessment of the outdoor area are strengthened so that children are not exposed to risks as they play.

On 13 October 2023, the provider responded to the actions set. We found that the provider had amended their arrangements in relation to access to drinking water. The nappy changing policy has been reintroduced to all staff and monitoring procedures are in place. Risk assessment procedures in relation to the outdoor area have been strengthened and staff have accessed further health and safety training.

We are satisfied the provider has met the safeguarding and welfare actions 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](#).