

Complaint about childcare provision

Ref: EY562849/5596270

Date: 24 November 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 17 November 2023, we received concerns that the provider was not meeting some of these requirements.

On 23 November 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 4 December 2023:

- ensure all areas of the premises, and the resources are suitable for children's use, particularly in relation to cleanliness
- take all reasonable steps to ensure the safety of children, staff and others on the premises in the case of fire, in particular the appropriate use of fire doors
- ensure that staff understand and implement safe practices, particularly with regards to protecting children's privacy during nappy changing and toileting routines
- provide all children with outdoor play activities and experiences, on a daily basis.

On 4 December 2023, the provider responded to the actions set. We found that the provider has improved the cleaning routines, and has trained all staff to understand their

responsibilities with regard to fire safety. We also found that the provider has improved the processes for safeguarding children during personal care routines. The provider ensures children have daily opportunities for outdoor play experiences.

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](#).