

Complaint about childcare provision

Ref: 2689339/5693538

Date: 22 April 2024

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 26 March 2024, we received concerns that the provider was not meeting some of these requirements. On 9 April 2024 we carried out a regulatory visit and 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 23 April 2024:

- ensure food preparation areas are hygienic, with particular reference to areas used for the sterilisation and preparation of babies' bottles
- ensure play spaces and resources within the baby room comply with hygiene requirements to ensure health and safety legislation is met.

On 17 April 2024, the provider responded to the actions set. We found the provider had implemented rigorous cleaning schedules in the baby room, this includes regular cleaning and disinfection of all equipment and resources which babies have access to. We are satisfied the provider is able to meet hygiene requirements to ensure health and safety legislation is met. 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](#).

