

## **Complaint about childcare provision**

Ref: 2570856/5543372

Date: 18 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-foundation-stage-framework--2](http://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 25 September 2023, we received concerns that the provider was not meeting some of these requirements. On 4 October 2023, we carried out an unannounced 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 11 October 2023:

- ensure that Ofsted is supplied with details of all those aged over 16 who live or work on the premises so that required suitability checks can be carried out
- ensure robust hygiene practices are followed to promote children's good health, this relates to the appropriate and hygienic disposal of urine, and children washing hands after using the potty
- ensure that all medication is stored out of reach of children.

We are satisfied with the action taken by the provider. The provider remains 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](#).