

Complaint about childcare provision

Ref: EY344720/5364030

Date: 10 February 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 1 February 2023, we received concerns that the provider was not meeting some of these requirements. On 3 February 2023, the provider notified us of a significant event. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted.

On 8 February 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.

Actions needed by 15 February 2023:

- ensure areas used to prepare food for children are suitable and hygienic
- ensure premises are suitable and comply with health and safety standards.
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On 14 February 2023, the provider responded to the actions set. We found that the provider had improved the area used for preparing food and had made sure all areas used by children are safe and comply with health and safety standards.

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](#).