

Complaint about childcare provision

Ref: EY348214/5479456

Date: 26 July 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 29 June 2023, we received concerns that the provider was not meeting some of these requirements.

On 11 July 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 21 July 2023:

take all reasonable steps to ensure children in your care are not exposed to risks, for example, by ensuring that cleaning materials are not accessible to children in the kitchen

take reasonable steps to ensure the safety of children while on the premises, for example by ensuring that smoke detectors are well maintained and are in working order

ensure that the premises and equipment are organised in a way that meets the needs of children. For example, by ensuring that children have access to the living room in order to comply with indoor space requirements, which are:

- Children under two years: 3.5 m² per child
- Two-year-olds: 2.5 m² per child
- Children aged three to five years: 2.3 m² per child.

The provider responded to say that they have ensured children cannot access cleaning materials; they have replaced batteries in smoke alarms and that children will have access to the living room to ensure space ratios are complied with. We are satisfied with the provider's response.

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](#).