

Complaint about childcare provision

Ref: EY381567/5271039

Date: 2 November 2022

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 5 September 2022, we received concerns that the provider was not meeting some of these requirements.

On 20 October 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 4 November 2022:

- ensure risk assessments are robust, reviewed and implemented effectively to ensure children's safety and well-being are consistently promoted
- make sure children are not exposed to risks, with particular regard to chemicals and plastic carrier bags which are accessible in kitchen cupboards
- make sure the premises, including overall floor space are fit for purpose and promote children's good health by ensuring areas of the premises accessed by children are clear of dog hair
- ensure the playroom is safe and fit for purpose by removing the adult mountain bikes
- make sure the premises are organised to meet the needs of the children and ensure areas where they play are clean and suitable, in particular regard to dogs bedding and

water bowl.

On 7 November 2022, we visited the provider to monitor the actions set. We found that the provider had improved the cleanliness and safety of their premises. They had removed hazards such as chemicals and plastic bags and ensured that dog hair was removed from the floors. The mountain bikes were no longer stored in the children's playroom and the dogs bedding and bowls were not in the areas that children play. The childminder had carried out effective risk assessment to ensure her home is safe and suitable.

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](#).