

Complaint about childcare provision

EY438747/C342797

Date: 06/06/2018

Summary of complaint

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 23 March 2018 we received concerns that this provider was not meeting some of these requirements. We have served a notice to improve 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:

improve staff's knowledge and understanding of safeguarding, in particular the procedures to follow with any allegations against leaders or staff, by 30 May 2018

use risk assessments to help identify and minimise hazards in the environment, such as the toilet areas and specific issues, such as vermin, by 30 May 2018

ensure fire exits are clearly identifiable, free from obstruction and all staff are aware of the procedures to follow in an emergency, by 30 May 2018

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 for five years commencing on the date we complete our investigation.

For further information on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted