

Complaint about childcare provision

EY382505/C348980

Date: 17/07/2018

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 5 June 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.

ensure risk assessments are effective to help identify and swiftly minimise any hazards to children's safety, in particular the garden steps, trailing wires and the small kitchen area, by 3 September 2018

make sure all staff have regular supervision, which enables confidential discussions and helps them receive support to aid their continual development, by 3 September 2018

ensure appropriate hygiene practices are maintained at all times to help minimise any risks to children's physical health, such as the food storage and preparation area in the small kitchen, by 3 September 2018

improve the accident and incident processes to help identify and monitor any concerns about a child's welfare, in particular accidents occurring outside the setting, by 3 September 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