

Complaint about childcare provision

Ref: EY489321/4236150

Date: 4 June 2019

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 that they put matters right. On 24 May 2019 we received concerns that this provider was not meeting some of these requirements regarding accident and injury and sun safety. We visited the provider and during the visit we found some concerns. We have issued a Welfare Requirements Notice. This is a legal notice that requires the provider to take the actions below by 17 June 2019. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed:

ensure that risk assessments are effective in identifying hazards and risks in the outdoor space and that swift and appropriate action is taken to remove or minimise risks

ensure that the premises and equipment are maintained in a clean and safe condition to promote children's safety; this is with regard to the fabric of the walls in children's toilets

make improvements to existing arrangements for the recording of accidents to ensure that these contain enough detail in all areas.

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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).