

## **Complaint about childcare provision**

Ref: EY557987/4247314

Date: 28 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](http://www.gov.uk/government/publications/early-years-foundation-stage-framework). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 5 June 2019 we received concerns that this provider was not meeting some of these requirements. On 10 June 2019 the provider notified us that another agency had visited and carried out a health and safety inspection where concerns had been raised. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of any significant event which is likely to affect the suitability of the early years provider. We carried out an unannounced visit and found that there had been a breach of the requirements in relation to safety. The provider took action following the notification to comply with the requirements this included replacing stair gates, installing window locks and removing cleaning materials.

We have served actions 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. The provider is still registered with Ofsted.

#### **Actions needed**

ensure that outdoor activities are planned and taken on a daily basis (unless circumstances make this inappropriate, for example unsafe weather conditions) by 19 June 2019

ensure that at least one person who has a current paediatric first aid certificate is always on the premises and available when children are present, and must accompany children on outings by 12 June 2019

ensure there are suitable hygienic changing facilities for changing any children who are in

nappies by 13 June 2019

take all reasonable steps to ensure staff and children in your care are not exposed to risks and demonstrate how you are managing risks by 19 June 2019

A suitable response to the actions was received.

### **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](#).