

Complaint about childcare provision

Ref: EY537487/4258774

Date: 15 July 2019

Summary of outcome

We publish details of any actions we take, or childcare provider takes to bring about compliance with legal requirements. We publish details on our website for a period of five years commencing on the date we complete our investigation. 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 18 June 2019 we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit on 21 June 2019 and served a Welfare Requirement Notice. This is a legal notice that requires the provider to take the actions below within the timescale set out. The provider will be able to give parents further information about this. The provider was still registered with Ofsted.

Actions needed

ensure risk assessments are completed and all hazards are appropriately identified and addressed to ensure a safe and secure environment for children by 28 June 2019

ensure that the premises are fit for purpose, specifically how you ensure that the kitchen, bathroom and outdoor area are compliant with requirements of health and safety legislation by 28 June 2019

ensure that appropriate fire detection equipment is in place for example, smoke detectors are fitted correctly and in working order by 28 June 2019

organise premise to provide children with space to move freely and safely by 28 June 2019

We carried out an unannounced visit on the 8 July 2019 and found that all actions had been completed within the timescales. 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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).