

Complaint about childcare provision

Ref: EY332371/4300522

Date: 16 August 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 they put matters right. On 2 August 2019 we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit on 14 August 2019. We issued the provider a notice to improve that asked them to;

Action needed

- ensure that the premises are fit for purpose with specific regard to the fitting and suitability of the flooring in the conservatory; pre-school room, tweenies' room and larder by 28 August 2019

- take all reasonable steps to ensure that children are not exposed to risks this relates to protruding screw heads used to secure flooring in the conservatory and exposed fibre filling in soft furnishing such as cushions by 28 August 2019

The provider was still registered with Ofsted.

The provider has taken appropriate steps to address the actions set within the required timescale. We are satisfied with the action taken. 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](#).