

Complaint about childcare provision

Ref: EY470415/4307457

Date: 1 September 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 15 August 2019 we received concerns that this provider was not meeting some of these requirements, including safety and suitability of the premises. Additional concerns included ratios and supervision of children. On 23 August 2019 we received further concerns regarding supervision of children, ratios and hygiene practices. We carried out an unannounced visit and found that the setting was currently undergoing some minor building work and had not adequately completed risk assessments regarding the safety and security of the premises. Although it was not part of the original complaint the provider we found that there was a breach to the settings visitors policy and due to recent staffing changes the key person policy was not well embedded.

We have served a notice to improve.

The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed

- ensure risk assessments are always adhered to and all areas are free from clutter and hazards to help promote the safety of children by Monday 02 September 2019
- ensure a visitors policy is followed at all times, particularly in relation to reviewing authorised persons on the premises by Monday 02 September 2019
- implement an effective key person policy that helps to promote children's well-being and build partnership working with parents by Friday 13 September 2019.

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](#).