

Complaint about childcare provision

Ref: 137799/4213408

Date: 7 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 25 April 2019 we received concerns that the provider was not meeting some of these requirements. We visited the provider and issued a notice to improve that requires the provider to take actions below by 16 August 2019:

The provider will be able to provide further information about this.

make sure hazards in the environment are identified and take steps to minimise risks to children's safety, with particular regard to the storage of broken and unwanted toys.

make sure emergency exits are unobstructed and can be promptly opened to ensure children and staff can evacuate swiftly in an emergency

deploy staff effectively to promote the individual needs of young children and babies and ensure their good progress through planned purposeful play.

The provider responded to the notice to improve. Steps have been taken to remove identified risks and to ensure the manager checks the premises daily to identify and reduce risks to children. Fire safety procedures have been revised to aid swift emergency evacuation. The manager has introduced new procedures to support staff to ensure young children and babies make good progress through planned purposeful play. That all staff are effectively deployed to meet children's individual needs

The provider remains 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](#).