

## **Complaint about childcare provision**

Ref: EY466301/4264250

Date: 5 July 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](http://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 21 June 2019, we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit on 2 July 2019. Although it was not part of the original concerns, we found evidence the provider was not meeting requirements relating to safety and suitability of premises.

We issued the provider with a notice of actions to improve, requiring them to take the following action within the timescales set out:

ensure the premises including outdoor spaces are fit for purpose, with particular regards to the safety of the wall in the outdoor space by 30 August 2019; and

take reasonable steps to ensure the safety of the children with regards to the dangerous wall in the outdoor space by 8 July 2019.

We carried out an unannounced visit on 19 September 2019. We found the provider had taken satisfactory action. 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](#).