

## **Complaint about childcare provision**

Ref: EY477506/4319238

Date: 1 October 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)

On 29 August 2019 we received concerns that this provider was not meeting some of these requirements. On 9 September 2019 we visited the provider and found the provider was not addressing children's safety and well-being appropriately.

We issued a notice to notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

- ensure that the good health of children and hygiene is always promoted, this includes ensuring children are provided with play areas that are clean and free of animal waste, provide appropriate resources for hand washing to minimise the spread of germs and infection for all, and remove children's soiled waste from the premises hygienically

- ensure that the children are not exposed to risks through undertaking regular and effective risk assessments that identify and minimise hazards in the environment, this includes worn steps and ramps, and radiators.

The notice to improve was monitored and the provider took immediate action.

The provider will be able to give parents further information about this.

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](#).