

Complaint about childcare provision

Ref: 137842/4326144

Date: 8 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. On 23 August 2019 the provider notified us of event at the nursery. The notification means that the provider has met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of significant events. On 6 September 2019, we received concerns that this provider was not meeting some of these requirements. On 24 September 2019 we visited the provider and have served a notice to improve that asks the provider to take the actions below by 11 October 2019. The provider will be able to give parents further information about this.

assess the risks which may arise to all children, take steps to remove and minimise those risks and hazards to keep children safe

ensure staff fully understand how to identify child protection concerns and report any concerns they may have about children promptly

comply with fire safety requirements ensure emergency exits are free from obstruction and can be easily opened to promote swift evacuation.

The provider promptly responded to the notice and has taken steps to minimise on-going risks to children to keep them safe. Staff have received training to ensure their safeguarding knowledge remains up to date so that concerns are identified and reported promptly. The provider and landlord have worked together to make the required improvements to the premises, particularly to fire safety.

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](#).