

Complaint about childcare provision

Ref: EY338966/4332562

Date: 11 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 16 and 24 September 2019, we received concerns that this provider was not meeting some of these requirements. At a visit on 26 September 2019 it was found that the staff, including the manager was not ensuring the security of the premises. It was found that risk assessment procedures were not robust enough to ensure the safety of children indoors and outdoors.

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

- implement robust and secure measures to ensure the premises are secure, so as to ensure no unauthorised persons can enter the premises unsupervised at all times, this includes the front and rear entry points of the setting;

- review current risk assessment procedures and implement effective measures which staff implement daily throughout the setting, in particular the outdoor areas to minimise potential risks to children's safety.

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](#).