

## **Complaint about childcare provision**

Ref: EY551077/4329933

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](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 11 September 2019, the provider notified us of a significant event. This means that they met their legal responsibility to inform Ofsted. We also received information about the incident from another source. On 25 September 2019, we visited the provider and found they were not meeting all the requirements. We have served a notice to improve that asks the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 9 October 2019:

ensure all reasonable steps are taken so that children are not exposed to risks, this specifically refers to items stored in the café area and stairwell that could present a tripping hazard. In addition, the use of the outdoor shelter coverings to store resources and some equipment.

ensure the premises and equipment are fit for purpose, clean and well maintained, this specifically refers to hygiene and organisation of storage areas and resources within the group rooms.

The provider took appropriate action to meet requirements and 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](#).