

Complaint about childcare provision

Ref: 226978/4356647

Date: 2 January 2020

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 11 October 2019 we received concerns that this provider was not meeting some of these requirements.

We have served a notice to improve. This notice requires the provider to take the actions below within the timescale set out. The provider will be able to give parents further information about this.

Actions needed by 18 December 2019:

ensure that the outside play area is secure with regard to the gate, in order to prevent children from leaving unsupervised or unauthorised persons from entering

ensure risk assessments are robust and identify and minimise potential hazards, with particular regard to household chemicals in bathrooms children have access to

ensure that leaders and managers monitor cleaning routines at the premises in order that the areas used for childcare are hygienically clean, used appropriately and well maintained

ensure a first aid box is accessible at all times with appropriate content for use with children.

The provider has responded appropriately to these actions.

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](#).