

Complaint about childcare provision

Ref: EY279257/4394092

Date: 19 December 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 2 December 2019, we received concerns that the provider did not maintain the premises in a suitable or hygienic condition. We carried out an unannounced visit on 4 December 2019 to see whether the provider was meeting the requirements specifically relating to; Risk assessment and Safety and suitability of premises, environment and equipment. We found that the provider does not always ensure that children's toilets are kept in a hygienic condition. We also found that a radiator cover in one of the children's toilets is damaged which leaves the hot radiator exposed. We issued a Welfare Requirements Notice. This is a legal notice that requires the provider to take the actions below by 18 December 2019. The provider will be able to give parents further information about this.

undertake risk assessments and remove or minimise any hazards, particularly in relation to exposed radiators

provide hygienic toilet facilities.

On 19 December 2019 we carried out a monitoring visit and found that the provider has taken sufficient steps to address the Welfare Requirements Notice and minimise risks to children.

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.](#)