

Complaint about childcare provision

Ref: EY441196/4436643

Date: 31 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 28 January 2020 we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit to the premises on the 31 January 2020 and have sent the provider a Notice to Improve that asks them to take the actions below within the timescale set out.

Actions needed by 14 February 2020:

- provide evidence that all reasonable steps have been taken to ensure the safety of children, staff and others on the premises in the case of fire or any other emergency and that fire exits are clearly identifiable.
- provide evidence of how you take all reasonable steps to ensure children in your care are not exposed to risks and demonstrate how you are managing risks, with particular regards to loose wires and a hot radiator in the conference room, shelving and other materials waiting to be thrown away, wipes, gloves, and plastic bags in the nappy changing area and mud, tissues, plastic bags and food waste in the outside play area.

We are satisfied with the action taken by the provider to remove and manage risks and to minimise the possibility this would occur again. 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](#).

