

Complaint about childcare provision

Ref: EY500055/4386112

Date: 17 February 2020

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage 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 19 November 2019 we received concerns that this provider was not meeting some of these requirements. We contacted the provider and discussed the concerns. We were satisfied from the provider's response that there were no breaches in relation to the information received. However, we received further concerns and on 7 January 2020 we carried out an unannounced visit. We served a welfare requirements notice. This is a legal notice that requires 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 5 February 2020

- ensure the premises and equipment are in suitable repair, clean and safe, including addressing the issues causing crumbling plaster, paint and mould patches in the first-floor children's bathroom, and dirty bins in the bathroom and playroom
- ensure risks to children within the setting are identified and addressed, including finger sized plaster holes in the preschool room wall, a curling rug which poses a trip hazard, a broken radiator cover in preschool room and metal-edged steps within the baby/toddler play area
- ensure that there are always sufficient staff to work directly with the children and meet their needs.

We have monitored compliance with the notice and we are satisfied that the provider has taken sufficient action. 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](#).