

Complaint about childcare provision

Ref: 2555121/4576446

Date: 22 September 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 15 September 2020 we received concerns that this provider was not meeting some of these requirements. We visited the provider to discuss the concerns and have issued a Notice to Improve. This is a notice that requires the provider to take the actions below within the timescales set out.

Action required by 2 October 2020:

Take all reasonable steps to ensure children are not exposed to risks. Risk assessments should clearly identify aspects of the environment that need to be checked on a regular basis and how the risk will be minimised or removed. Risk assessments should consider any specific risks, which are as a result of improvement work being undertaken to the premises.

The provider will be able to give parents further information about this.

We have received a satisfactory response to the 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 on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).