

## **Complaint about childcare provision**

Ref: 253397/4461941

Date: 27 October 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](http://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 25 February 2020 we received concerns that the provider was not meeting some of these requirements.

On 2 October 2020 we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We issued two actions for the provider to take. Action needed by 16 October 2020:

improve risk assessment procedures so that all hazards to children are identified and action is taken to remove or reduce the risk of harm and keep children safe. This is with particular regard to preventing children from accessing the boiler room and the storage and use of electrical cooling fans

ensure that safety legislation is complied with particularly with regard to the repair or replacement of broken electrical sockets in the kitchen.

On 21 October 2020 we carried out a further regulatory visit. We have found the provider to have completed appropriate risk assessments and taken the necessary action to ensure children are not exposed to any hazards. Furthermore, the provider now ensures that all electrical resources and equipment in the kitchen are safe to use. We are satisfied the provider has met the safeguarding and welfare actions raised.

Additionally, during the visit, we found new areas of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage.

In relation to the new areas of concern, we found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration.

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](#).