

## **Complaint about childcare provision**

Ref: EY355081/4583290

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 22 and 23 September 2020, we received concerns that this provider was not meeting some of these requirements.

We have 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.

Action needed by 23 October 2020:

ensure risk assessments are robust and identify and minimise all potential hazards to children's safety and welfare. This is with particular regard to medicines and household chemicals in the kitchen, the fire guard in the lounge and children's access to the trampoline

ensure the premises are secure at all times to prevent unauthorised persons entering and to ensure that children do not leave the premises unsupervised

ensure the premises are secure at all times to prevent unauthorised persons entering and to

ensure that children do not leave the premises unsupervised

ensure children are adequately supervised at all times to ensure their safety

ensure that all play equipment children have access to is age appropriate and complies with safety legislation.

In line with our procedures we completed a monitoring visit on 26 October 2020 and found the provider had complied with the Welfare Requirements Notice.

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 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](#).