

## **Complaint about childcare provision**

Ref: EY556300/4787297

Date: 26 May 2021

### **Summary of outcome**

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how regulated early years and childcare providers in England have delivered child-centred practice and care, within the context of the restrictions placed on society during the COVID-19 (coronavirus) pandemic.

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 13 and 18 May 2021 we received concerns that this provider was not meeting some of these requirements.

We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Action needed by 2 June 2021:

ensure risk assessments are robust and identify and minimise potential hazards, with particular regard to the rubbish at the base of the fire escape and windows in areas accessible to children

ensure that reasonable steps are taken to ensure the safety of children, with particular regard to the safety and security of the fire exit gate on the ground floor

ensure that the kitchen is clean and well maintained and does not pose a risk to children's

health.

We are satisfied that the provider has taken the necessary steps to meet the actions raised. The provider has purchased bars to fit onto the window in one of the playrooms to ensure this does not pose as a hazard to children. Furthermore, they have removed all rubbish at the base of the fire escape to ensure this does not inhibit children or staff getting out quickly and safely in the event of an emergency. The provider has updated their risk assessment to ensure that the fire escape route is checked daily to ensure that this area remains clear. Also, they have mended the fire exit door to ensure that this can be opened easily in the event of this emergency escape route needing to be used. The provider has completed a thorough clean of the kitchen and monitors this to ensure this is suitable and supports children's good health.

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](#).