

Complaint about childcare provision

Ref: 2619621/4845699

Date: 14 September 2021

Summary of outcome

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 20 July 2021 we received concerns that this provider was not meeting some of these requirements. On 6 September 2021, we completed a regulatory visit to this provider and identified that they were 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 27 September 2021:

ensure risk assessments are robust and identify and minimise potential hazards, with particular regard to broken fence panels in the outside play area

ensure all fire exits are free from obstruction.

We are satisfied that the provider has taken the necessary steps to meet the action raised. They have repaired broken fence panels in the outside play area and have ensured that all fire exits are free from obstruction.

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](#).