

Complaint about childcare provision

Ref: 305090/4858557

Date: 20 August 2021

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 4 August 2021, we received information that the provider was not meeting some of these requirements.

On 6 August 2021, we carried out a regulatory visit. During the visit, we found the premises were, in the main, safe and suitable for children. Parts of the external building were seen to be weathered. These areas were not accessible to the children and the provider had already arranged for necessary repairs to be carried out. However, during the visit, we identified some minor hazards to children, which had not been identified by the provider or staff. There was some debris in the outdoor play area; anti-bacterial cleaners were accessible to children; and a drainpipe in the outdoor play area was overflowing. These hazards posed a small element of risk to children's safety. As a result, we raised an action for the provider to take. The provider will be able to give parents further information about this matter.

Action needed by 20 August 2021:

- take all reasonable steps to ensure that children are not exposed to risks by implementing effective risk assessment procedures.

We are satisfied the provider has met the safeguarding and welfare action raised.

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](#).

