

Complaint about childcare provision

Ref: EY269478/4966090

Date: 10 February 2022

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 22 November, 21 and 23 December 2021 we received concerns that this provider was not meeting some of these requirements.

On 3 February 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take within the timescale set out. The provider will be able to give parents further information about this.

Action needed by 17 February 2022:

ensure risk assessments are robust and identify and minimise potential hazards, with particular regard to windows in the baby room, units in the toddler changing area, step ladders in the toddler bathroom and the door bar in the preschool

take steps to prevent unauthorised persons entering the setting, with particular reference to the security of the windows in the baby room

ensure fire doors are free of obstruction and are not, for example, propped open.

The provider has responded appropriately to this action. They have removed potential hazards such as ladders in the bathroom, put a new door bar in place, fitted window

restrictors where needed, to ensure unknown persons are not able to gain entry to the setting, and fixed units to walls to ensure these do not pose as a hazard. The provider has ensured that fire doors are not propped open and has reminded staff of the importance of not doing this.

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](#).