

## **Complaint about childcare provision**

Ref: 2536879/5105053

Date: 15 June 2022

### **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 4 and 8 March 2022 we received concerns that this provider was not meeting some of these requirements.

On 16 March 2022, we carried out a regulatory visit to the setting. We found the provider was not meeting some of the 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.

- ensure risk assessments are robust and identify and minimise potential hazards, with particular regard to radiators in the rooms where children are cared for, blind cords, trip hazards in the toddler bathroom and large play equipment in the garden
- ensure that the areas used for childcare are hygienically clean and well maintained
- ensure that the outside play area is secure with regard to the gates leading to the front of the building, in order to prevent children from leaving unsupervised or unauthorised persons from entering

We carried out a regulatory visit on 14 June 2022. We found that the provider had implemented appropriate risk assessments to address the concerns raised about potential

hazards. The premises are suitably clean, and a daily cleaning procedure is in place. Padlocks have been added to the gates to ensure that children cannot leave the premises unsupervised.

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

However, during the visit we found new areas of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage.

In relation to the new areas of concern we issued actions for the provider to take. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions needed by 17 June 2022

- take reasonable steps to ensure the safety of children, staff and others on the premises in the case of fire or any other emergency, in particular with regard to the correct use of fire doors
  
- ensure that children are adequately supervised, and decide how to deploy staff to ensure children's needs are met.

A suitable response to the actions was received.

The provider will be able to give parents further information about this. The provider is still 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](#).