

Complaint about childcare provision

Ref: EY487786/5170890

Date: 24 August 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 30 May 2022, we received concerns that the provider was not meeting some of these requirements.

On 15 June 2022, we carried out a regulatory visit. We found that the provider had already taken some action to address concerns and a breach of requirement relating to information for parents. The provider had written to parents with an update on staffing changes within the setting, addressed ways of communicating daily about children's needs, activities and routines, and planned a parents evening to share information about each child's learning and development. We were satisfied with the action taken. However, we found that the provider was not meeting other 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.

Actions needed by 28 July 2022:

- ensure that the premises are safely maintained and are fit for purpose both indoors and outside
- ensure that staff understand how to assess and take effective steps to manage risks to children
- ensure that fire safety equipment is in working order and fire exits are unobstructed at all times.

On 15 August 2022 we carried out a further regulatory visit to monitor the provider's response to ensure the actions. We found that the provider had met the actions set in the welfare requirement notice.

Repairs had been completed to ensure the premises were fit for purpose both indoors and outdoors. The fire safety equipment was in working order and obstructions removed from the fire exists. However additional concerns were identified.

We have served another welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions needed by 12 September 2022.

- ensure that all areas of the premises are safely maintained and are fit for purpose with specific regard to the patio doors and the radiator cover in the toddler room
- ensure that staff take prompt and effective action to respond to identified risks to children.

We will monitor the provider's response to ensure the actions are successfully completed.

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