

## **Complaint about childcare provision**

Ref: 113545/C352620

Date: 10 August 2018

### **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 10 July 2018, we received concerns that this provider was not meeting some of these 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. The provider is still registered with Ofsted.

Actions needed:

ensure that thorough risk assessment is carried out and steps taken to reduce risks to children, particularly in the outdoor play areas, by 20 August 2018

ensure the premises and equipment are maintained so they are clean, safe, well organised and suitable, by 20 August 2018.

The provider subsequently did a deep clean of the nursery, tidied and organised rooms more effectively and made sure that all areas, including outdoors, were safe and suitable.

### **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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).