

Complaint about childcare provision

Ref: EY493949/3988011

Date: 15 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 3 August 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.

implement an effective risk assessment, in particular making sure the shed and surrounding areas outside are made safe and cleaning products are kept out of reach of children, by 29 August 2018

ensure children's safety is maintained, namely to make sure the fire service actions are acted upon in a timely manner and fire exits are kept consistently free from obstruction, by 29 August 2018

make sure suitable qualified staff are on the premises at all times, by 29 August 2018

provide children with daily opportunities to play outdoors, by 29 August 2018

ensure all records are readily available for inspection, in particular staff qualifications and training, by 29 August 2018

make sure Ofsted are notified of any significant event that affects the childcare available, by 29 August 2018

We also served a notice to improve that requires the provider take the action below:

provide a wide range of activities and resources to help meet children's individual needs, ages and abilities and aid their motivation and interest in their learning, by 12 September 2018

On 30 August 2018 we conducted an unannounced visit to the setting. We found that the provider had taken the appropriate action to meet the welfare requirements notice.

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.