

Complaint about childcare provision

Ref: EY491829/4279667

Date: 22 July 2019

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 10 July 2019 we received concerns that this provider was not meeting some of these requirements. On 18 July 2019, we carried out an unannounced visit and found that the provider had taken appropriate action and reviewed and amended policies and procedures regarding the safe serving of food and reporting of accidents. Although not part of the original concern, we found that risk assessments are not sufficiently robust to identify all potential risks to children. We have issued the provider with a notice to improve. The provider is still registered with Ofsted.

Actions needed –

ensure all reasonable steps are taken to ensure children are not exposed to risks; this relates to children being able to access the staff toilet area where harmful substances and open staff lockers are located by 8 August 2019.

The provider responded to the actions within the required timescales. We are satisfied with the action taken. 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 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](#).