

Complaint about childcare provision

511179/ C122277

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Summary of complaint

On 11 February 2010 we received information that raised concerns about the registration, which may impact on the care provided to children.

We carried out an unannounced visit and found the organisation of the indoor environment and space during periods of the day did not meet requirements to support children's individual needs. We also found that the provider had not included the practice of grouping children during the day in risk assessments of aspects of the environment.

Following our investigation, we sent the provider a notice to improve that asked them to:

take steps to ensure the space indoors is organised in a way that meets the needs of children and space requirements for children are met at all times. This with particular regard to arrangements for grouping older and younger children to allow adequate space for free movement and well spread activities- The Early Years Foundation Stage General Welfare Requirements – Suitable premises, environment and equipment.

improve risk assessments to take account of aspects of the environment that need to be checked to ensure that hazards to children are kept to a minimum. This with particular regard to accommodation and resources normally only available to an older age range (also applies to both parts of the childcare register)- The Early Years Foundation Stage General Welfare Requirements – Suitable premises, environment and equipment - The Childcare (General Childcare Register) Regulations 2008 – Suitability and Safety of Premises and Equipment.

This will be monitored at the next inspection. The provider remains registered.

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 (Reference no. 080120)