

## **Complaint about childcare provision**

EY418823/C337748

**Date:** 27/02/2018

### **Summary of complaint**

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 29 January 2018 we received concerns that this provider was not meeting some of these requirements. We have served a Notice to Improve. 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

- improve the risk assessments to help staff identify and minimise hazards in children's surroundings, in particular broken cots in the younger children's play area, prams stored in cots and sharps boxes accessible in the pre-school toilets, by 9 March 2018
- develop the vetting and recruitment processes, in particular to ensure staff references are relevant for their roles and responsibilities and the Disclosure and Barring Check information is consistent, by 9 March 2018
- make sure there is sufficient space available and staff are deployed well to help ensure children's safety and individual needs are met at all times, by 9 March 2018
- ensure there is suitable nappy changing facilities and food preparation areas for younger children and babies to help support their physical health, by 9 March 2018

- improve staff monitoring to make sure they receive regular supervision, training and support to aid confidential discussions and help develop their knowledge and skills, by 9 March 2018

- develop knowledge and understanding of changes that need to be notified to Ofsted, such as building works that affect the space and the quality of childcare provided, 9 March 2018

### **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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at [www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)