

Complaint about childcare provision

EY472192/C338937

Date: 17/03/2018

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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 09 February 2018, we received concerns that this provider was not meeting some of these requirements. On 13 March 2018, we visited the setting. We found that they have made changes to their practices to make sure staff know about and support each child's specific needs appropriately. However, we have issued them with a Notice to Improve related to a separate matter. This is a legal notice that requires the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this.

Action needed:

ensure that all staff have a secure understanding of the nursery's safeguarding policy and procedures by 30 March 2018

ensure that nappy changing facilities are kept clean by 30 March 2018

use more effective strategies for managing children's unwanted behaviour by 30 March 2018

take all reasonable steps to ensure the nursery is kept tidy and that effective measures are taken to protect children from heating pipes by 30 March 2018.

Since the visit, the provider has reviewed and made several changes to practice and the environment to safeguard children and manage their

behaviour appropriately. Staff have received support and training to carry out their roles effectively. 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 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