

Complaint about childcare provision

EY496377/C344787

Date: 04/05/2018

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 19 April 2018, we received concerns that this provider was not meeting some of these requirements. We visited the nursery and found that the provider had failed to notify Ofsted about a significant event. This is an offence. On this occasion we do not intend to take any action. We have also served a Welfare Requirements Notice. 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:

- maintain clear and well-organised records of children's pre-existing injuries by 08 May 2018
- ensure the premises are clean, fit for purpose and suitable for the age of children being cared for by 08 May 2018
- take all necessary steps to ensure staff and children are not exposed to risks, particularly regarding electrical equipment by 08 May 2018
- ensure there is a suitable range of resources available to children throughout the nursery, and that they are organised in a way that meets the children's needs by 08 May 2018.

On 09 May 2018, we visited the nursery and found the Welfare Requirements

Notice had been met, however further improvement was needed to the pre-school rooms. We have served a Welfare Requirements Notice. 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 the pre-school rooms are suitably and safely organised and that there is an appropriate range of resources easily accessible and available to children.

The provider is still registered with Ofsted.

We carried out a further unannounced visit to the setting and found further improvements have been made, particularly regarding the pre-school rooms to meet children's needs.

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