

Complaint about childcare provision

EY242362/C349918

Date: 17/07/2018

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 13 June 2018, we received concerns that this provider was not meeting some of these requirements. We have served a Welfare Requirements Notice. 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.

Actions needed:

ensure there are appropriate contingency plans in place for staff covering for the manager and/or deputy role, and that they have a secure understanding of their role and responsibilities, by 19 July 2018

ensure that agency and cover staff receive induction training about the nursery's safeguarding policy and emergency evacuation procedures, by 19 July 2018

ensure that staff: child ratios are met and that staffing arrangements meet the needs of all children and ensure their safety, by 19 July 2018

ensure that those staff preparing and handling food are competent to do so and receive training in food hygiene, by 19 July 2018

ensure the premises are clean and fit for purpose, and that the fridge is in good working order, by 19 July 2018

take all reasonable steps to ensure children are not exposed to risks, particularly outside; implement thorough systems to monitor the number and type of accidents children have to inform ongoing risk assessment, by 19 July 2018

maintain an accurate register of attendance of children's hours of attendance, by 19 July 2018

ensure the certificate of registration is displayed appropriately, by 19 July 2018.

We visited the nursery again on 20 July 2018 and found that almost all aspects of the notice had been met. However, we have served a further welfare requirements notice. The provider remains registered with Ofsted.

implement procedures to ensure that agency/cover staff fully understand the information given to them at induction, and their roles and responsibilities, by 13 August 2018

ensure that records are maintained appropriately regarding existing injuries that children sustain, by 13 August 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