

Complaint about childcare provision

Ref: EY553819/3997335

Date: 5 September 2018

Summary of outcome

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 16 August 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.

improve knowledge and understanding of safeguarding, in particular the local safeguarding children board procedures in relation to allegations against staff and child protection concerns, by 24 September 2018

make sure staff qualifications levels are consistently maintained, namely ensuring that all other staff have a relevant level 2 qualification, by 24 September 2018

ensure all staff working with babies have specific training to be able to meet their individual needs and well-being, by 24 September 2018

implement an effective risk assessment; in particular ensuring babies and young children are kept safe when sleeping in cots, by 24 September 2018

make sure all staff preparing and handling food have received food hygiene training, by 24 September 2018

ensure staff maintain good hygiene routines to help minimise the risk of cross infection, especially when working with babies, by 24 September 2018

make sure all the relevant information about the recruitment and vetting processes are recorded, such as the date the criminal records check was completed and by who, by 24 September 2018

On 25 September 2018 we conducted an unannounced visit to the nursery. We found that leaders had met the majority of the Welfare Requirements Notice. However, we have reissued the following action:

improve knowledge and understanding of safeguarding, in particular the local safeguarding children board procedures in relation to allegations against staff and child protection concerns, by 22 October 2018

On 24 October 2018 we conducted an announced visit to the nursery. We found that the provider had taken the appropriate action and met the Welfare Requirements Notice. 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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).