

Complaint about childcare provision

Ref: 137800/4019348

Date: 8 November 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 10 September 2018 we received concerns that the provider was not meeting some of these requirements.

On 22 October 2018 we conducted an unannounced visit and found that arrangements to ensure children's safety were ineffective. Risks to children from equipment, particularly in the garden area were not sufficiently identified or reduced. We also found that procedures to promote children's health are inconsistently implemented. While children's nappies are changed at set times and when children need, not all areas of the nursery were sufficiently hygienic. Managers keep a log of complaints received. How these were investigated and how the outcome was shared with parents. Following our visit we issued a notice to improve which required the provider to:

implement a thorough and effective risk assessment that demonstrates prompt action is taken to identify and minimise risks particularly in the garden to ensure children's safety at all times

ensure areas used by children are hygienic, particularly the children's bathrooms and staff follow good hygiene routines to promote children's good health.

The provider will be able to give parents further information about this. The provider responded to the notice and has put in place systems to ensure risks are identified and prompt action taken to reduce risks. New procedures have also been put in place to ensure children's good health is promoted. We will continue to monitor the provision.

The provider remains 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](#).