

## **Complaint about childcare provision**

Ref: EY309106/4160168

Date: 11 March 2019

### **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](http://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 February 2019, 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. The provider is still registered with Ofsted.

Action needed:

ensure the designated lead for safeguarding has attended appropriate child protection training to enable them to fulfil their role appropriately, by 14 March 2019

ensure all staff, including the nominated individual, have a thorough understanding of their roles and responsibilities and the Statutory framework for the early years foundation stage, by 14 March 2019

ensure staff have ongoing supervision, support and coaching to enable them to fulfil their roles and responsibilities appropriately, and to drive improvement in their practice, by 14 March 2019

ensure there is a named deputy who is capable and qualified to take charge in the manager's absence, by 14 March 2019

provide children with a range of meals, snacks and drinks that are healthy, balanced and nutritious, by 14 March 2019

ensure the premises and equipment are clean, fit for purpose and suitable for the age of children being cared for, by 14 March 2019

take all reasonable steps to ensure children are protected from hazards in the nursery, particularly in outdoor areas, by 14 March 2019

ensure that all required records are easily accessible and available for inspection, by 14 March 2019.

We carried out an unannounced visit to the nursery on 15 March 2019. We found that some improvement had been made. However, we found the kitchen was unclean and a risk to children's health. The provider has started work to improve the range of food provided for children, but there is still improvement needed in the food provided and available, to support children's good health. The provider does not follow thorough enough procedures to assess a new member of staff's suitability to work with children through rigorous vetting. We have served a further Welfare Requirements Notice.

Action needed:

implement more thorough recruitment and vetting procedures to assess adults suitability to work with children, by 29 April 2019  
provide children with a good range of meals that are more balanced, nutritious and healthy, by 29 April 2019  
ensure the kitchen is clean and suitable for the preparation and cooking of food, by 29 April 2019.

### **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](#).