

Complaint about childcare provision

Ref: EY558328/4195604

Date: 11 April 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 3 April 2019 we received concerns that this provider was not meeting some of these requirements. We visited the provider and have issued a Welfare Requirements Notice. This is a 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 required;

3.4

take swift action to implement the nursery's safeguarding procedures where there are concerns about the behaviour of staff members towards children – by 3 May 2019

3.23

ensure that there is a deputy manager in place who can take charge in the manager's absence – by 3 May 2019

3.64

ensure that risk assessments cover all areas and consistently include the measures to be taken to minimise or remove risks, and make sure that staff are aware of these assessments and know the action they need to take. This refers to the trailing electrical wires in each of the base rooms – by 3 May 2019

3.68

maintain records to ensure the safe and efficient management of the nursery and ensure that these records are easily accessible and available – by 3 May 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](#).

