

Complaint about childcare provision

Ref: EY449586/4245158

Date: 7 June 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 the 3 June 2019, we received concerns that the provider was not meeting some of these requirements. On the 6 June 2019 we conducted an unannounced visit and served a Welfare Requirements Notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions needed

improve safeguarding practices to ensure any safeguarding concerns about a child or in the event of an allegation being made against a member of staff, agencies with statutory responsibilities are notified without delay, and in line with the Local Safeguarding Children Board procedures (LSCB), by 5 July 2019

take action to ensure all staff have up to date knowledge of safeguarding issues, including knowledge and understanding of how to identify and respond to possible signs of abuse and neglect, by 5 July 2019

improve staff knowledge and understanding of how to manage children's behaviour in an appropriate way, that is specific to children's individual needs, by 5 July 2019

implement an effective key-person system so that each key person fulfils their role in

ensuring that each child's care is tailored to meet their individual needs, offer a settled relationship for the child and build a relationship with parents, by 5 July 2019

put appropriate arrangements in place to ensure all children are adequately supervised and staffing arrangements meet their needs, by 5 July 2019

ensure staff follow the nurseries policies and procedures for accident and injury recording to maintain good practice, and parents receive accurate information of any accident or injury sustained by a child, by 5 July 2019

On 8 July 2019, we carried out an unannounced visit to the provider to monitor the Welfare Requirements Notice. We found that the Welfare Requirements Notice had been met appropriately. The provider will be able to give parents further information about this. 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](#).