

Complaint about childcare provision

Ref: EY482557/4167563

Date: 4 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 28 February 2019 and 02 May 2019, we received concerns that this provider was not meeting some of these requirements. On 29 May 2019, we made an unannounced visit to the setting and found that the provider was not meeting all of the requirements of their registration. We have served the provider with 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.

Actions needed by 14 June 2019:

ensure the nursery's policy and procedures to safeguard children are in line with Local Safeguarding Children Board procedures and clearly explain the action to take when there are concerns about children or in the event an allegation is made against staff

make sure that staff with lead responsibility for safeguarding have the required knowledge and understanding to be able to provide support, advice and guidance to other staff and can recognise and respond to concerns about children's welfare

ensure all staff understand, and can follow, the nursery's safeguarding policy and procedures and have up to date knowledge and understanding of child protection issues

implement systems for the supervision of staff, including the manager, so that they receive the support, coaching and training they need to be able to carry out their roles effectively and provide the best quality care for children

make sure the key person system is effective so that every child's care and learning is tailored to meet their individual needs, particularly in relation to the routines for babies and how children are handled in a safe way to ensure they are not physically or emotionally harmed

ensure staffing arrangements meet the needs of all children and ensure their safety

make sure that procedures for checking the identity of visitors are effective in keeping

children safe from unauthorised persons entering the premises

maintain and share sufficiently detailed information with parents and other professionals in order to ensure the safe management of the nursery, protect children from harm and meet all their needs

ensure a written record is kept of all complaints and their outcome

make sure that records of children's daily hours of attendance are completed accurately and consistently and detail who is caring for them, in order to keep children safe.

On 13 June 2019, the provider wrote to us, detailing what action they have taken to meet the requirements. Based on the information provided, we are satisfied with the action the provider has taken. We will monitor further at the next inspection. 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](#).