

## **Complaint about childcare provision**

Ref: EY539289/4185467

Date: 18 July 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 21 March 2019 we received concerns that this provider was not meeting some of these requirements. We visited the nursery and have issued a Welfare Requirements Notice. This is a legal notice that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Action needed:

implement correct procedures to ensure people looking after children are suitable to fulfil their roles and responsibilities by 18 April 2019

ensure children aged under two are cared for by a member of staff who holds a full and relevant level 3 qualification and is suitably experienced to care for young children by 18 April 2019

ensure at least one member of staff, who has a paediatric first aid certificate, is on the premises and available at all times when children are present by 18 April 2019

ensure a written record is maintained each time medicine is administered to a child by 18 April 2019

ensure there is a named deputy, who is capable and qualified to take charge in the manager's absence by 18 April 2019

ensure a record is kept of any occasion where physical intervention is used to avert immediate danger of personal injury to any person, including the child, or to manage a child's behaviour by 18 April 2019

ensure staffing arrangements, including the deployment of staff, meets the needs of all

children by 18 April 2019.

On 23 April 2019 we conducted an unannounced monitoring visit to the provider. We found that the provider had taken appropriate action to meet the above requirements.

On 30 May 2019 we received further concerns that this provider was not meeting the legal requirements in the 'Statutory framework for the early years foundation stage'. We visited the nursery and issued a notice to improve. This requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Action needed:

ensure staffing arrangements, including the deployment of staff, meets the needs of all children by 12 July 2019.

The provider has taken appropriate action to meet the above requirement.

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.](#)