

## **Complaint about childcare provision**

Ref: EY501643/4273709

Date: 13 August 2019

### **Summary of outcome**

'All early years providers must meet the legal requirements in the 'Statutory framework for the early year's foundation stage', which you can find at <https://www.gov.uk/government/publications/early-years-foundation-stage-framework> If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 5 July 2019, we received concerns in relation to a potential child protection matter from the local authority designated safeguarding officer (LADO). On 8 July 2019, we received a notification from the provider in relation to the same matter. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children. Ofsted liaised with the provider and LADO immediately to consider all information.

On 13 August 2019, we conducted an unannounced visit to the setting. We found the provider had failed to take immediate action to share safeguarding concerns with parents and with the LADO. However, since the incident appropriate action has been taken to address the failures to follow their own safeguarding policies and procedures. All staff have attended recent safeguarding training and policies, and procedures have been updated. We are satisfied that the provider is now meeting requirements in relation to this matter.

Although not part of the original notification we did find breaches to requirements during our visit. We found that the premises were not secure as potentially unknown individuals had access to the nursery. This is due to the provider having an agreement in place with the premises above the nursery to have an emergency escape route through the nursery for their tenants. We also found that individuals handling food did not have current training. We have served a notice to improve. This is a legal notice that requires the provider to take the actions below:

ensure that all reasonable steps are taken to prevent unauthorised persons entering the premises, this refers specifically to ensuring the premises is secure

ensure all staff involved in preparing and handling food receive training in food hygiene.

We set a completion date of 2 September 2019 for these actions to be met. The provider

will be able to give parents further information about these matters.

Ofsted has received an appropriate response from the provider to demonstrate that all requirements are now met.

The provider remains 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](#).