

Complaint about childcare provision

Ref: EY372099/4306463

Date: 5 September 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 13 August 2019 and 16 August 2019 we received concerns that this provider was not meeting some of these requirements.

On 28 August 2019 we visited the provider and have served a notice to improve that asks 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 to be met by 27 September 2019:

improve knowledge and understanding in relation to what must be notified to Ofsted;

ensure all staff have appropriate knowledge and understanding of safeguarding matters, including all types and signs of potential harm to a child, including extreme views; and that all staff are able to identify and know what to do in the event of an allegation being made against a member of staff; and how to appropriately record and to follow up children's existing injuries to monitor any potential safeguarding concerns;

ensure the safeguarding policy and procedures are in line with the guidance from the relevant Local Safeguarding Children Board (LSCB), and include a clear explanation and guidance of the action to be taken in the event of an allegation being made against a

member of staff;

ensure that adults, whose suitability have not been verified, are not left unsupervised to care for children or perform any personal care;

ensure that all staff have clear knowledge and understanding of their roles and responsibilities to meet children's health and welfare needs effectively, in particular, how to safely pick up, move and/or carry children;

ensure nursery's behaviour management policy is clear to all staff and includes clear guidelines about the use of physical intervention; and that any occasion where physical intervention is used are recorded, and parents and/or carers are informed on the same day or as soon as reasonably practicable;

ensure daily routines consistently support the good health of all children attending, particularly hygiene arrangements during breakfast time; and that all staff involved in preparing and handling food receive training in food hygiene;

ensure that there is a named deputy who, in their judgement, is capable and qualified to take charge in the manager's absence;

ensure that all required records are easily accessible and available on request, and any records kept off the premises must be kept securely with prior agreement from Ofsted.

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](#).