

Complaint about childcare provision

Ref: 2548445/4357898

Date: 31 October 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 9 October we received a notification from the provider that a lack of communication between the staff team had led to a member of staff giving a child food that he should not eat. We made an unannounced on 15 October 2019 and found that the provider was not meeting some of these requirements. We have issued 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. The provider is still registered with Ofsted.

Actions needed

implement effective systems to ensure any special dietary requirements, preferences and food allergies that children may have are identified and met by 29 October 2019

ensure that staff have the skills and knowledge to fulfil their roles and responsibilities, particularly in relation to meeting any special dietary requirements, preferences and food allergies that children may have by 29 October 2019.

We will monitor the provider's compliance.

We received a further notification on the 22 October 2019 from the provider that a child had been left alone in the outdoor play area. We made an unannounced on 23 October 2019 and found that the provider was not meeting some of the requirements. We have issued a further 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. The provider is still registered with Ofsted.

Actions needed

make sure staff effectively implement policies and procedures in place to keep children safe, particularly in relation to risk assessing resources and conducting safety checks by 11 November 2019

ensure staff receive all of the supervision, support and coaching they need so that they have

the knowledge and skills to fulfil their role and responsibilities by 11 November 2019

ensure the named deputy is able to take charge of the nursery in the manager's absence by 11 November 2019.

We will monitor the provider's compliance.

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](#).