

## **Complaint about childcare provision**

Ref: 402935/4325000

Date: 11 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](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 the 6 September 2019, we received a notification from the provider relating to a safeguarding issue. This means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of a significant event. On 10 September we received a complaint in relation to the same safeguarding issue. On 17 September 2019 we received a further complaint that was unrelated to the initial safeguarding concern. We conducted an unannounced visit to the nursery. We observed practice, completed a tour of the premises, spoke to the manager, staff and children and sampled documentation. We found the provider had taken some action regarding the safeguarding issue. However, we did find some breaches of the statutory requirements.

Following the visit, we issued the provider with a Welfare Requirements Notice. This is a legal notice that requires the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this.

#### **Actions needed:**

ensure children are unable to leave the premises unsupervised and that if such an occurrence does happen, the procedures are robust and followed by staff to keep children safe, 25 October 2019

ensure staff deployment is consistent and meets the needs of children at all times; this includes when staff leave the premises to have breaks and when staff move between both

buildings, 25 October 2019

implement effective and consistent behaviour management strategies that are positive and that children can easily understand, 25 October 2019

implement effective risk assessments for when children move to different areas of the nursery; with a particular focus on knowing where children are at all times, 25 October 2019.

The provider has met all actions as required and 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](#).