

Complaint about childcare provision

Ref: EY536238/4368526

Date: 16 December 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 28 October 2019, we received information that suggested that the provider did not meet the legal requirements for Child supervision, Complaints, Training, support and skills, Ratios, Staff deployment, Accident or injury, Managing behaviour, Premises and Risk assessment. On 12 November 2019, the provider notified us of an incident in nursery. The notification meant that the provider had met their legal responsibility with regards to notifying Ofsted of any significant incidents within 14 days. We carried out an unannounced visit on 18 November 2019. We found that the provider did not meet the legal requirements for Risk assessment, Staff qualifications, training, support and skills, Staff deployment, Health and Behaviour management. We served Welfare Requirement Notice and set actions that the provider must take within the timescales set out.

The timescale by which to complete the actions are 13 December 2019.

implement rigorous risk assessments, with particular regards to the outdoor play area and ensure any potential hazards are identified and minimised or removed, to maintain children's safety at all times

ensure staff are deployed effectively to meet children's individual care and learning needs and promote their welfare fully

improve arrangements for monitoring of staff so that support and training is provided to ensure that staff are confident and able to fulfil their roles responsibilities fully and provide good care and learning experiences for children

ensure staff understand and implement the nursery's policy and procedures fully, with particular regards to managing children's behaviour and promote safety and positive learning experiences for all children.

take necessary steps to improve hygiene practices to prevent the spread of infection and promote the good health of children, in particular in the toddler room.

On 16 December 2019, we carried out a compliance monitoring visit. We are satisfied that

the provider has addressed the actions and meets requirements.

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](#).