

Complaint about childcare provision

Ref: EY227489/4331579

Date: 17 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 20 November 2019 we inspected the provider and found that they were not meeting some of these requirements. We served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions needed by 4 December 2019:

- ensure that all staff are trained to identify and manage concerns about children including an up-to-date knowledge of wider safeguarding issues
- ensure that there are appropriate procedures in place to safeguard children in the event of an allegation against a member of staff
- ensure that there are appropriate procedures in place to manage any concerns about children that occur when they are outside of the nursery
- ensure that staff understand and can implement the procedures to safeguard children with regards to the use of mobile phones and cameras in the nursery
- ensure that appropriate procedures are in place to check the suitability of adults working with children and keep appropriate records of the checks undertaken
- maintain a record of the Disclosure and Barring Service check reference number, the date the check was obtained and details of who obtained it
- ensure that medication is only administered to a child where written permission has been obtained from parents and carers
- ensure that within the staff team working with the younger children there is at least one member of staff qualified to level 3 and that half of all other staff are qualified to at least level 2
- ensure that staff are deployed to meet the needs of the children and promote a calm and

supportive environment, particularly when the children move between activities

- ensure that staff receive appropriate support and coaching to raise the quality of teaching and understand their roles and responsibilities

On 9 December 2019 we visited the provider to check whether they had met the actions. They had not met all of the actions and we served another Welfare Requirements Notice.

Actions needed by 7 January 2020:

- ensure that all staff are trained to identify and manage concerns about children including an up-to-date knowledge of wider safeguarding issues
- ensure that there are appropriate procedures in place to manage any concerns about children that occur when they are outside of the nursery
- ensure that appropriate procedures are in place to check the suitability of adults working with children and keep appropriate records of the checks undertaken

The provider has taken appropriate steps to meet the actions. The provider will be able to give parents further information about this. The provider is still 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](#).