

Complaint about childcare provision

Ref: 256754/4586316

Date: 13 October 2020

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 29 September 2020, we received concerns that the provider was not meeting some of these requirements.

On 6 October 2020, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served 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 by 2 November 2020:

improve staff knowledge of effective risk assessment and take all reasonable steps to ensure children are not exposed to unnecessary risks

ensure staffing arrangements and nursery procedures are effective to meet the needs of all children and ensure their safety

improve staff knowledge and skills to ensure they have a clear understanding of their roles and responsibilities with particular regard to health and safety issues, including first aid procedures.

We visited the nursery to monitor the welfare requirement notice and found that the provider had taken appropriate measures to meet the actions. Staff have improved their knowledge and fully understand their responsibilities to risk assess effectively to provide children with a safe environment; to meet the needs of all children and to promote children's good health and safety.

We are satisfied the provider has met the safeguarding and welfare actions raised. 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 on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).