

Complaint about childcare provision

Ref: 311393/5246471

Date: 22 September 2022

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 2 September 2022, we received concerns that this provider was not meeting some of these requirements. On 21 September 2022, we carried out an unannounced regulatory visit. We found that the nursery does not have suitable arrangements to dispose of soiled nappies hygienically; risk assessments are not always carried out effectively. In this instance, a bottle of washing up liquid was left within children's reach; one of the fire doors which provides an exit route in the event of an emergency is difficult to open. In addition, once outside, the exit route is not kept clear. We also found that the manager had not followed their safeguarding policy and procedures when concerns were raised with them about a child. Following this visit, we issued the provider with a Notice to Improve (NTI) The provider is still registered with Ofsted.

Actions needed by 5 October 2022:

ensure there are suitable hygienic facilities for the disposal of nappies

implement risk assessments effectively to remove or minimise hazards to children, and take all reasonable steps to ensure staff and children are not exposed to risks

take reasonable steps to ensure the safety of children, staff and others on the premises in the case of fire or any other emergency, and ensure fire exits are clearly identifiable, free of obstruction and easily opened from the inside

support managers to implement the policy, and procedures, to safeguard children, in line with the guidance and procedures of the relevant local safeguarding partners (LSP) so that they take prompt and appropriate action if there are safeguarding concerns about a child, or in the event of an allegation being made against a member of staff.

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](#).