

Complaint about childcare provision

EY309571/C338865

Date: 27/02/2018

Summary of complaint

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 08 February 2018 we received a notification from the nursery manager regarding an unexplained injury to a child, identified 'practice issues' and details of the actions the manager has taken as a result. This gave concerns that this provider was not meeting some of these requirements. On 15 February 2018 we carried out an unannounced visit and issued 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 20 March 2018:

Ensure all staff have the appropriate training, skills and knowledge and a clear understanding of their roles and responsibilities

Ensure supervision, coaching and training for staff promotes the interests of children, fosters a culture of teamwork and continuous improvement and improves staff's personal effectiveness

Ensure staffing arrangements meet the needs of all children and ensure their safety. This is with particular regard for the appropriate deployment of staff and adequate supervision of children in the under two's room during busy times of the day.

Due to situations beyond the provider's control, the setting was not able to open and provide childcare for a period of eight weeks and the date for the actions was extended to 20 April 2018. Ofsted visited the setting 23 April

2018 and found that significant progress had been made in relation to the actions above. The provider recognises that improvements are still needed in order to raise the quality of the provision and a notice to improve was issued.

Actions needed by 04 June 2018:

improve systems for the supervision of staff which encourages confidential and sensitive discussions, identifies solutions to address issues as they arise and raises the quality of staff performance and outcomes for children

provide more detail in the written records of accidents or injuries and of the first aid treatment given

take all reasonable steps to demonstrate how risks are identified and managed and determine if it is helpful to make some written risk assessments in relation to specific issues, such as information gained by reviewing detailed accident records, to inform staff practice.

The provider has responded to these actions within the timescale given and taken appropriate steps to meet the welfare requirements. 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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted