

Complaint about childcare provision

Ref: EY555794/4051250

Date: 12 November 2018

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 9 October 2018, we received a concern. We conducted an unannounced visit where we issued them with a notice to improve. This 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 remains registered with Ofsted.

Action needed by 23 November 2018:

ensure that all staff have a robust induction to help them understand their roles and responsibilities, that covers fire drills, child protection, health and safety and safeguarding, ensure that there are suitable hygienic changing facilities for changing children that are in nappies, improve the security of the premises and take all reasonable steps to prevent unauthorised persons from entering the premises, provide to parents more detailed information about the staff who work in the nursery, including their roles and responsibilities, and details of their child's key person including any back-up arrangements.

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](#).