

Complaint about childcare provision

EY500246/C328856

Date: 01/06/2018

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 13 October 2017, we received concerns that this provider was not meeting some of these requirements. On 9 January 2018, we visited the provider to assess whether the provider was meeting the requirements.

Following our visit, we served the provider with 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 21 February 2018:

ensure that there are effective systems in place to demonstrate that practitioners and any other person who is likely to have regular contact with children are suitable

ensure people who are responsible for ensuring the disqualifications requirements are met have a full understanding of the associated regulations

ensure all practitioners have a full understanding of the safeguarding policy and procedures and know what to do if there are concerns about a child's safety or welfare

ensure that all staff fully understand and implement positive behaviour management strategies that are appropriate to the age and development of

each child

implement effective risk assessments and safe practices to ensure children remain safe at all times both indoors and outdoors

ensure all staff involved in preparing and handling food have completed training in food hygiene and that there are effective systems in place to ensure that food is safely stored

ensure staff are deployed effectively to meet children's needs, keep them safe and to support their learning and development

maintain an accurate daily record of the names of the children being cared for on the premises, their hours of attendance and the names of each child's key person.

We carried out an unannounced monitoring visit on 23 February 2018 where the actions were assessed as met.

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