

Complaint about childcare provision

EY498855/C308630

Date: 08/04/2017

Summary of complaint

On 23 February 2017, we carried out an inspection. During the visit, we found the provider was not complying with some of the requirements of the early years foundation stage (EYFS). As a result, we issued a welfare requirements notice that asked the provider to:

ensure that staff conduct regular risk assessments on all areas used by the children in order to identify potential hazards and minimise risks to children's safety and well-being;

improve the recruitment and vetting procedure to ensure that there are sufficient checks completed to support decisions in relation to staff suitability;

implement robust systems to make sure senior leaders continually check that the procedures for keeping children safe are consistently met;

ensure the premises are fit for purpose, safe and suitable for the childcare provided;

implement medication procedures effectively;

make all documentation available for inspection.

It is an offence for a person who, without reasonable excuse, fails to comply with a welfare requirements notice. Failure to comply may result in a prosecution.

We also issued a notice to improve that asked the provider to:

devise clear boundaries to help children understand acceptable behaviour and

develop systems to encourage positive behaviour;

review the organisation of the routine and the activities provided to ensure they challenge and engage children of all ages.

On 14 March 2017, we conducted an unannounced visit to check compliance with the welfare requirements notice. We found the provider had taken effective action to make improvements in order to meet the legal requirements. The provider has improved the organisation of the play area, which means that only those associated with the club use the designated areas. This enables staff to supervise children and keep them safe more effectively. Recruitment procedures demonstrate that any gaps in employment are followed up. Staff files contain references to support decisions made in relation to staff suitability. Most documentation relating to staff training is now available for inspection. However, the manager's records were not available. This will be checked at the next visit. Staff are clear about medication procedures and aware they must ensure that any child requiring medication has it accessible when they attend the club. A new area manager has been appointed and senior staff are mentoring other staff to drive the required improvements. Risk assessments have been reviewed and updated. Staff effectively implement the preventative measures in place to keep children safe. The provider has taken steps to improve children's behaviour. Clear boundaries have been drawn up with the children and staff follow up any behavioural issues with parents. Some new resources have been added to the existing toys and equipment. During the visit, children were engaged in the activities provided.

On 10 May 2017, we completed an unannounced visit. We found that the staff are more confident in supporting children in order to help them learn right from wrong. However, the range of activities and resources remains limited. The club are closing at the end of this month. Therefore, this will not be followed up at this particular setting but checked if the provider decides to open any further provision.

The provider remains 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