

Complaint about childcare provision

EY501278/C323734

Date: 19/09/2017

Summary of complaint

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage, (EYFS) 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. Complaints and concerns are investigated in line with our published guidance which can be found at <https://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted>.

On 18, 21 and 23 August, and 18 September 2017 we received concerns from a variety of sources, in relation to adult-child ratios, staff qualifications, accident or injury, fire safety, children's personal care and assessments of children's learning.

We carried out a series of unannounced visits and found the provider was not meeting EYFS requirements. We issued a Notice to Improve (NTI). This is a notice that required the provider to address the actions below, within the timescales set out.

Notice to Improve:

- ensure there is a named deputy who, in the absence of the manager is capable and qualified to take charge of the setting. By 12/09/2017.
- ensure adult to child ratios are consistently maintained at all times, review staffing arrangements to ensure staff deployment meet's children's individual needs, especially in relation to the key person system. By 12/09/2017.
- ensure 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 is maintained. This is especially in relation to staff's own children and grandchildren who on occasion attend the setting. By 12/09/2017.

- ensure a complete and accurate written record is kept of all accidents or injuries and first aid treatment. By 12/09/2017.
- ensure that all staff receive induction training to help them understand their roles and responsibilities. Induction training must include information about emergency evacuation procedures, safeguarding, child protection, the provider's equality policy, and health and safety issues. By 12/09/2017.
- ensure that at least half of all staff have received training that specifically addresses the care of babies. By 29/09/2017.
- improve planning to ensure challenging and enjoyable experiences in all the areas of learning are planned effectively to promote children's learning. By 29/09/2017.

We carried out a monitoring visit and found that the majority of the actions had been satisfactorily met. There were sufficient staff working with children and all records were appropriately maintained. The programme of induction and training meant that staff were settling in their new roles. There remained two areas of concern. We served a Welfare Requirements Notice which is a notice of a higher tariff that required the provider to take further action within the timescales set out.

Welfare Requirements Notice

- ensure fire exits are clearly identifiable and that fire doors are free from obstruction and easily opened from the inside, especially in the baby room. By 29/09/2017.
- ensure there is a named deputy who, in the absence of the manager is capable and qualified to take charge of the setting. By 29/09/2017.

A final monitoring visit was undertaken on 3 October 2017. We were satisfied with the action the provider had taken to address all actions raised. The fire doors were unlocked and a suitably qualified deputy was in place. The next step will be to carry out a full inspection. 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