

Complaint about childcare provision

EY286821/C334541

Date: 31/01/2018

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 December 2017, we received concerns that this provider was not meeting some of these requirements. We visited the provider and have served a Welfare Requirements Notice. This is a legal notice that requires the provider to take the actions below within the timescales set out:

- take all reasonable steps to identify and reduce or remove any risks which may compromise children's safety;
- ensure that the policy, and procedures, to safeguard children are implemented at all times and are in line with the guidance and procedures of the relevant Local Safeguarding Children Board (LSCB);
- ensure that the practitioner designated to take lead responsibility for safeguarding children has sufficient understanding to fulfil the role and provide support, advice and guidance to any other staff on an ongoing basis;
- train all staff to understand the safeguarding policy and procedures, and ensure that all staff have up to date knowledge of safeguarding issues;
- ensure that all people involved with the recruitment and retention of staff know what would make a person disqualified from working with children in an early years provision;
- keep an accurate written record of all accidents or injuries and first aid treatment;
- provide training and support to ensure all staff have a clear knowledge and

understanding of their roles and responsibilities and follow all the nursery's policies and procedures.

We conducted a further visit and found that the provider had been very proactive in complying with the Welfare Requirements Notice. We were satisfied by the steps taken and 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