

Complaint about childcare provision

EY496549/C325756

Date: 27/09/2017

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 19 September 2017 we received concerns that this provider was not meeting some of these requirements. We have issued 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.

3.21

Staff qualifications, training, support and skills
put appropriate arrangements in place for the supervision of staff, including the manager. Effective supervision needs to provide support, coaching and training for the practitioner and enable them to identify solutions to issues as they arise as well as fostering a culture of mutual support, team work and continuous improvement - by 19/10/2017

3.47

Food and drink
ensure that information recorded about children's dietary and health requirements are adhered to at all times - by 19/10/2017

3.62

Premises

take all reasonable steps to prevent unauthorised persons entering the premises - by 19/10/2017

3.64

Risk assessment

take all reasonable steps to ensure children are not exposed to risks and demonstrate how these risks are being managed, with specific regard to children's dietary requirements and the security of the premises - by 19/10/2017

3.27

Key person

ensure that the key person system enables staff to meet children's individual needs and keep them safe - by 19/10/2017

On 23 October 2017 we carried out an unannounced visit to the setting to monitor the welfare requirements notice. We found that the provider had taken all appropriate action to address the notice. This included ensuring that all doors that lead to areas where children are present remain locked to prevent unauthorised persons accessing the premises. Regular supervision had been implemented for the staff and for the manager to identify strengths and areas for improvement within their practice and provide the appropriate support. Effective systems were in place to ensure that children's dietary requirements and care needs are met.

On 9 November 2017 we received further concerns that the provider was not meeting the early years foundation stage (EYFS). On 8 December 2017 we carried out an announced visit to the provider to discuss the concerns. We found that the provider had failed to ensure that there are appropriate systems in place to ensure that staff are recruited safely.

Following our investigation, we issued a welfare requirement notice which required the provider to:

3.9

Suitable people

implement effective systems to ensure that practitioners, and any other person who is likely to have regular contact with children are suitable - by 26/02/2018

3.11

Suitable people

record information about the identity checks and vetting processes that have been completed for staff - by 26/02/2018

A monitoring visit was carried out on 3 May 2018 and the provider was found to be meeting requirements and no further action was required. 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