

Complaint about childcare provision

EY493645/C346426

Date: 29/05/2018

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 8 May 2018, we received a notification from the provider. We also received a concern that related to the same issue. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of a significant event. We conducted an unannounced visit where we issued them with a notice to improve to improve that requires the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this.

Action needed:

ensure that fire exits are clear of obstruction, this includes the garden gate leading to the meeting point, by 15 June 2018.

maintain a record of staff qualifications, their identity checks and any other vetting procedures that have been completed to assess suitability, including the criminal records check reference number, the date a check was obtained and details of who obtained it, by 15 June 2018.

ensure all managers and staff have effective support, supervision and coaching, to promote the interests of children, and ensure they have a clear understanding of their roles and responsibilities, by 15 June 2018.

review the whistle blowing procedure to ensure it includes what action to take should staff have any concern about leaders, managers and committee

members, by 15 June 2018.

ensure the safeguarding procedure clearly states what is expected from staff if using mobile phones particularly on outings, such as visits to the forest school, by 15 June 2018.

The provider has since responded to notice issued and we are satisfied with the action they have taken.

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