

Complaint about childcare provision

EY288562/C348783

Date: 22/06/2018

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 1 June 2018 we received concerns that this provider was not meeting some of these requirements. On 4 June 2018 the provider notified us about a significant event. 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 any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children.

We 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, by 22 June 2018:-

ensure the premises is secure at all times to ensure children are unable to leave the premises unsupervised and prevent unauthorised persons entering the premises

take all reasonable steps to ensure staff and children are not exposed to risks. This is with particular regard to the side gate, the fire doors used to enter/exit the KS2 hall and the kitchen used by Addiscombe Childcare Centre

assess the suitability of the kitchen to ensure it complies with requirements of health and safety legislation, including fire safety and hygiene requirements

put effective systems in place to ensure all early years children, or children

who have special educational needs, are assigned a key person so that care is tailored to meet their individual needs

review the arrangements in place to provide care for children who have special educational needs or disabilities, to ensure the level of support offered to each child is effective

put effective systems in place to ensure all required information is gained from parents of all children before they start attending, to ensure the safe and efficient management of the setting and to help ensure the needs of all children are met

review the procedures to be followed in the event of a child going missing at, or away from, the setting to ensure clear guidance is provided for staff. Ensure all staff are trained in this procedure.

On 26 June 2018 we conducted an unannounced visit to monitor the action taken by the provider to meet the Welfare Requirements Notice. We are satisfied with the action taken by the provider. The provider will be able to give parents further information about this. 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