

Complaint about childcare provision

EY481881/C347607

Date: 10/07/2018

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 18 May 2018, we received a concern in relation to a significant event. We also received a notification from the provider regarding the same 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 a significant event. We conducted an unannounced visit and found a significant amount of the statutory requirements were not met. We have served a Welfare Requirements Notice. This is a legal notice that requires the provider to take the action below within the timescale set out. We also suspended the provider's registration because we believed children may be at risk of harm. Suspension allows time for the provider to take steps to reduce or eliminate the risk of harm to children. The provider will be able to give parents further information about this.

Actions needed:

ensure that appropriate agencies are notified, without delay, if there are concerns about a child's safety or welfare, by 13 July 2018

ensure all staff understand the safeguarding policy and procedures, by 13 July 2018

implement training that ensures all staff have knowledge and understanding regarding the identification, recording, monitoring and reporting of safeguarding concerns in order for them to be able to follow correct

procedures promptly, by 13 July 2018

ensure that all staff know what procedures to follow if they witness any inappropriate behaviour displayed by staff; and that these procedures are followed when necessary, by 13 July 2018

make sure Ofsted is informed of any serious allegation of harm or abuse towards children by people looking after them on the premises; and the details of any action taken is also shared, by 13 July 2018

implement effective systems to ensure staff suitability is assessed robustly; specifically when monitoring that ongoing suitability, by 13 July 2018

make sure all staff have the skills, knowledge and a clear understanding of their roles and responsibilities; with particular reference to staff knowing what to do in the absence of the manager, by 13 July 2018

implement effective arrangements for deputising, by 13 July 2018

ensure areas that are accessible to children are safe, clean, fit for purpose and suitable, by 13 July 2018

take all reasonable steps to ensure children are not exposed to risks; specifically with regard to the sleep room and hanging wires, by 13 July 2018

ensure that any staff medication that is held on the premises are securely stored and kept out of reach of children at all times, by 13 July 2018

make sure the medicine policy is adhered to; ensuring children's medications are kept securely, by 13 July 2018

promote the good health of children by ensuring those with allergies and special dietary requirements are kept safe; with particular reference to responding appropriately to children who become ill, by 13 July 2018

provide hygienic facilities for the preparation of food, by 13 July 2018

implement effective and consistent behaviour management; ensuring it is appropriate for children's stages of development and understanding, by 13 July 2018

implement a clear and effective emergency evacuation procedure; ensuring fire control equipment is easily accessible, evacuation routes are easily

identifiable and fire doors are free from obstruction, by 13 July 2018

notify Ofsted of any changes to individuals who are managing the provision, by 13 July 2018.

We conducted an announced visit on 16 July 2018 to monitor the actions set. We found appropriate action had been taken to meet the requirements. The suspension of the registration was lifted. 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