Complaint about childcare provision

EY478297/C349786

Date: 19/06/2018

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.

We received concerns that this provider was not meeting some of these requirements. On 14 June 2018, we visited the provider to assess whether the provider was meeting the requirements. Following our visit, we served the provider with 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.

Actions needed by 4 July 2018:

- Ensure all staff, including those who have lead responsibility for safeguarding, are able to follow safeguarding policies and procedures, in accordance with the Local Safeguarding Children Board (LSCB), if an allegation is made against a member of staff

- train all staff to have an up to date knowledge and understanding of safeguarding issues so they can identify and respond to concerns about children; particularly in relation to Prevent Duty guidance

- make sure all staff have clear knowledge and understanding of their roles, responsibilities and the policies and procedures for the setting

- ensure all staff meet the needs of babies and young children, including
handling children safely and speaking to them in a caring way that supports the development of their self-esteem and self-worth

- make sure all staff consistently follow the setting’s policies and procedures in the event that a child needs urgent medical attention

- ensure all staff are trained and follow health and safety procedures and risk assessments; particularly in relation to the control of substances hazardous to health (COSHH)

- ensure risk assessments are in place for all chemicals used and take action to remove or reduce the risk of harm to children; this is with particular regard to chemicals used for cleaning areas in which children are cared for.

**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](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)