

## **Complaint about childcare provision**

EY491043/C351830

**Date:** 16/07/2018

### **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](http://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 3 July 2018 we received concerns that this provider was not meeting some of these requirements.

We carried out an unannounced visit on 12 July 2018 and found that there was no manager or deputy present and that the provider was breaching a number of the requirements.

We issued a Welfare Requirements Notice following our visit. This is a legal notice that requires the provider to take action, as set out below by 16 July 2018.

Ensure that staff adhere to the setting's safeguarding policies and procedures with reference to the use of mobile phones and cameras when working in the setting.

Ensure that there is a designated practitioner in the setting, who has attended the appropriate safeguarding course and is able to provide advice and guidance to staff on an ongoing basis and on any specific safeguarding issue as required.

Train all staff to understand safeguarding policies and procedures and ensure that all staff have an up to date knowledge of safeguarding issues. Training must enable staff to identify signs of possible abuse and neglect at the

earliest opportunity and respond in a timely and appropriate way.

Ensure that there is a manager who holds at least a full and relevant level 3 qualification. Ensure that there is named deputy who, is capable and qualified to take charge in the manager's absence.

Ensure that children are adequately supervised and deploy staff to ensure children's needs are met. Children must usually be within sight and hearing of staff and always within sight or hearing.

Ensure that there is at least one member of staff for every four children aged two years and under three years and for every eight children aged three to under eight years. Ensure that at least one member of staff holds a full and relevant level three qualification.

Ensure that fresh drinking water is available and accessible to the children at all times.

Ensure that those responsible for handling food are competent to do so and that there are appropriate facilities available or systems put in place for the safe storage of foods, particularly in warm weather.

Comply with the requirements of health and safety legislation (including hygiene requirements).

Ensure that there are suitable hygienic changing facilities and that children are provided with a supply adequate resources, such as accessible soap and hand drying facilities and that any bedding supplied is appropriately maintained.

Ensure that children are not able to leave the premises unsupervised and take steps to prevent unauthorised persons from entering the premises.

Ensure that all reasonable steps are taken to ensure staff and children are not exposed to risks. Demonstrate how risks are being managed and ensure that risk assessments identify aspects of the environment that need to be checked on a regular basis, when and by whom those aspects will be checked and how the risk will be removed or minimised.

Ensure that an accurate daily record of the names of the children being cared for on the premises, their hours of attendance and the names of each child's key person are kept.

On 17 July 2018 we received further concerns about the setting.

On 23 July 2018 we carried out a visit to the setting and found that the provider had take appropriate action and demonstrated that they were complying with the Welfare Requirements Notice that had been set.

The provider will be able to give parents further information about this.

We will continue monitor the provider's compliance with the Welfare Requirement Notice.

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