

Complaint about childcare provision

Ref: EY555794/4134256

Date: 13 February 2019

Summary of outcome

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 the 10 January 2019, 21 January 2019 and 25 January 2019 we received concerns that the provider was not meeting some of these requirements. On the 28 January 2019 we conducted an unannounced visit and served a Welfare Requirements Notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions needed

improve safeguarding practices to ensure in the event of an allegation being made against a member of staff, agencies with statutory responsibilities are notified without delay, and in line with the Local Safeguarding Children Board procedures (LSCB), by 26 February 2019 take action to ensure all staff understand the setting safeguarding policy and procedures, and have up to date knowledge of safeguarding issues, including how to respond to any child protection concerns in an appropriate and timely manner, by 26 February 2019 improve staff's knowledge and understanding of child protection legislation including the 'Prevent' duty guidance, and 'Working Together to Safeguard Children 2015' to keep children and their families safe, by 26 February 2019

take effective steps to ensure that all areas of the premises and equipment are fit for purpose, and suitable for the age of children cared for, by 26 February 2019

take action to ensure the safety of all children and identify, and remove or minimise, all risks and hazards to children's health and safety, by 26 February 2019

make sure sleeping children are checked frequently and their safety is assured, by 26 February 2019

make sure all staff have appropriate induction, training, skills and knowledge, to help them have a clear understanding of their roles and responsibilities, by 26 February 2019

put appropriate arrangements in place for the supervision and coaching of all staff who have contact with children and families, by 26 February 2019

On 27 February 2019, we carried out an unannounced visit to the provider to monitor the Welfare Requirements Notice. We found that the Welfare Requirements Notice had been met appropriately. 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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).