

Complaint about childcare provision

Ref: EY305282/4128572

Date: 28 March 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 26 February 2019 we carried out regulatory visit and found that this provider was not meeting some of these requirements. 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. The provider will be able to give parents further information about this.

Actions needed.

ensure that all the required records are easily accessible and available at all times

To be completed by 12 March 2019

implement effective systems in order to ensure that people looking after children, and others working on the premises are suitable

To be completed by 12 March 2019

ensure that information about staff qualifications, identity checks, and vetting processes are completed and recorded

To be completed by 12 March 2019

ensure that records relating to the criminal records check are maintained and available, including details of the reference number, the date the check was obtained and who obtained it

To be completed by 12 March 2019

ensure that those responsible for the management of the setting have the skills, knowledge and understanding to fulfil their roles and to meet the requirements of the early years foundation stage

To be completed by 12 March 2019

provide evidence that at least one person holds a current paediatric first aid (PFA) certificate, and make available to parents a list of staff who have a current PFA certificates

To be completed by 12 March 2019

ensure that every child in the early years age group is assigned to a key person, who ensure children's care is tailored to meet their individual needs

To be completed by 12 March 2019

implement effective procedures to promote the good health of children, and ensure that this includes responding to children that are ill

To be completed by 12 March 2019

implement a policy and procedures for the administering medicines, including obtaining up-to-date and accurate information from parents about children's needs

To be completed by 12 March 2019

ensure that all staff have completed up-to-date training where the administration of medicine requires technical knowledge

To be completed by 12 March 2019

implement effective risk assessments to ensure that all reasonable steps are taken to ensure children's safety and well-being, specifically on children's arrival to the club To be completed by 12 March 2019

maintain 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

To be completed by 12 March 2019

Following a compliance visit on the 13 March 2019 we found that the provider had taken appropriate steps to meet some of the actions served within the welfare requirements notice. However, some aspects were partially met or not met. These will be checked at a further monitoring visit. During this visit there were some further breaches identified and two actions were served as follows.

ensure the certificate of registration is displayed at all times

To be completed by 8 April 2019

ensure information is made available to parents detailing how to contact Ofsted in the event that they have a complaint or concern

To be completed by 8 April 2019

Compliance will be checked at a further visit. The provider is still registered with Ofsted.

Following a compliance visit on the 13 March 2019 we found that the provider had taken appropriate steps to meet some of the actions served within the welfare requirements notice. However, some aspects were partially met or not met. These will be checked at a further monitoring visit. The provider is still registered with Ofsted.

On the 5 April the provider notified Ofsted that they wish to resign their registration. The provider is no longer 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](#).