

Complaint about childcare provision

Ref: EY443858/4193994

Date: 30 April 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 29 March 2019 we received information that raised concerns about behaviour management. On 26 April 2019 we visited the provision and looked at the concerns to see whether they were meeting the requirements, specifically relating to Staff deployment; Child supervision; Managing behaviour; Accident and injury; Risk assessment; Parent Partnership and Complaints. We served a Welfare Requirements Notice. This is a legal notice that required 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 staff are subject to effective recruitment processes to assess their suitability to fulfil the requirements of the role and keep a clear record of all vetting checks undertaken by 21 May 2019

put appropriate arrangements in place to supervise all staff to ensure that staff have a clear understanding of their roles and benefit from the necessary support, coaching and training they need to continually develop their skills by 21 May 2019

review risk assessment of the premises, particularly regarding security of the premises to ensure that children are unable to potentially leave the premises by themselves by 21 May 2019

review the arrangements for behaviour management and ensure that all staff are fully equipped with the skills they need to manage children's behaviour effectively by 21 May

2019

keep an accurate record of all accidents and injuries that occur to children during their time at the club, particularly those that happen because of a behaviour incident by 21 May 2019

ensure that all required records are easily accessible and available at all times by 21 May 2019.

On 22 May 2019 we visited the provision to monitor the provider's response to the welfare requirement notice. We found that the provider had made significant improvements to the provision and had taken effective steps to fully address all actions set. Therefore, no further action is required and 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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).