

Complaint about childcare provision

Ref: EY548644/4239108

Date: 4 June 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.

We carried out an unannounced visit to the provision following a number of concerns that children are regularly left unsupervised and that there is a lack of qualified person and key-person system. We are satisfied that a key-person system is in place. However, we found that staff deployment and supervision of children did not meet their individual needs and that the provider could not demonstrate that staff had appropriate qualifications to fulfil their roles and responsibilities. Although not linked to the original concern we also found that a significant number of other statutory requirements were not being met. These relate to staff's knowledge and understanding of the child protection policies and procedures, ensuring that an enhanced criminal records check is obtained for every adult who works with children, ensuring that the record of the identity checks for staff shows when the criminal records check was obtained and who obtained it, implementing effective arrangements for the induction and supervision of staff to help them gain an understanding of their roles and responsibilities, conducting effective risk assessments, particularly in regard to meal times, completing an accurate attendance register to show the names of the children who are present, ensuring the premises is suitable to meet the needs of children at all times, particularly in regard to the room temperatures, ensuring that there is valid public liability insurance in place, that children are provided with meals that are healthy and nutritious and that meet their needs at all times, that fresh drinking water is available and accessible to children at all times, that nappy changing routines ensure that children's individual needs are met and their privacy is protected and that Ofsted is notified of changes, such as to the manager of the setting, as required. We also found that children were not being provided with stimulating and challenging activities to meet their needs and help them make good progress.

The provider has resigned effective from 7 June 2019.

Action needed:

ensure all adults working with children gain a secure knowledge and understanding of the child protection policy and procedures, particularly how to report any concerns and what to do in the event of an allegation being made against any adult working with the children by

14 June 2019

ensure an enhanced criminal records check is obtained in respect of every adult who works directly with children by 14 June 2019

ensure the record of identity checks for staff show when the criminal records check was obtained and who obtained it by 14 June 2019

ensure that all adults looking after children are suitable to fulfil the requirements of their roles, particularly in regard to their level of qualification by 14 June 2019

ensure that staff are deployed effectively to supervise children and meet their needs at all times by 14 June 2019

implement effective arrangements for the induction, supervision and support of staff to ensure they understand their roles and responsibilities, improve their practice and consistently meet the needs of children by 14 June 2019

implement effective risk assessments to manage and remove risks to children, particularly at meal times by 14 June 2019

ensure there is an accurate record of the names of the children being cared for on the premises by 14 June 2019

ensure that the premises is suitable to meet the needs of the children at all times, particularly in regard to the room temperatures by 14 June 2019

make sure children are provided with meals and snacks that are healthy, nutritious and meet their individual needs, and that fresh drinking water is available and accessible at all times by 14 June 2019

ensure that nappy changing arrangements meet children's individual needs and promote their privacy at all times by 14 June 2019

ensure that public liability insurance is in place at all times by 14 June 2019

gain a secure knowledge of what changes to notify Ofsted of, such as to the person who is managing the setting by 14 June 2019

implement effective systems to use information from observations and assessments to plan and provide challenging, stimulating and enjoyable activities that meet children's individual needs and interests and help them to make good progress by 14 June 2019.

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](#).