

Complaint about childcare provision

Ref: 203708/4199925

Date: 21 May 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-year-foundation-framework--2. If we find that a provider is not meeting requirements, we can take action to ensure they put matters right. On 8 and 11 April 2019 we received concerns that this provider was not meeting some of these requirements. We have issued 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. The provider is still registered with Ofsted.

Action required

Ensure that providers and staff are alert to any issues of concern in the child's life at home and elsewhere.

By 31 May 2019

Ensure the designated person for safeguarding is aware of their roles and responsibilities and take swift and appropriate action to safeguard children.

By 31 May 2019

Ensure that all staff are trained to understand the safeguarding policy and ensure that all staff have up to date knowledge of safeguarding issues, including the prevent duty guidance.

By 31 May 2019

Ensure that concerns about children's safety or welfare are notified to agencies with statutory responsibilities without delay.

By 31 May 2019

Ensure that people looking after children are suitable to fulfil the requirements of their role. Providers must have effective systems in place to ensure that practitioners, and any other person who is likely to have regular contact with children are suitable.

By 31 May 2019

Put appropriate arrangements in place for the supervision of staff, to ensure they are aware of the responsibilities of their roles, with particular regard to safeguarding and child protection issues.

By 31 May 2019

Ensure that staff and providers manage children's behaviour in a positive way.

By 31 May 2019

Ensure that the premises, including overall floor space and outdoor spaces, are fit for purpose and suitable for the age of the children cared for and the activities provided on the premises.

By 31 May 2019

Ensure that all reasonable steps are taken to ensure staff and children are not exposed to risks and demonstrate how risks are managed.

By 31 May 2019

Maintain records and share information (with parents, carers, other professionals working with the child, the police, social services and Ofsted or the childminding agency with which they are registered, as appropriate) to ensure the safe and efficient management of the setting and to help ensure the needs of the children are met.

By 31 May 2019

On 3 June 2019 a monitoring visit was carried out. The provider has met all of the welfare requirements notices above.

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](#).