

Complaint about childcare provision

Ref: EY274455/4257739

Date: 28 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. On 17 June 2019, we received concerns that this provider was not meeting some of these requirements. We visited the provider on 25 June 2019 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 by 9 July 2019

undertake thorough and robust checks to ensure the safe recruitment of all staff prior to working with children to determine their suitability, including obtaining an enhanced Disclosure and Barring Service check in respect of every person aged 16 and over

ensure the designated lead person for safeguarding attends a child protection course to help them identify and respond to signs of abuse and neglect, and make sure they are familiar with the correct procedures for reporting allegations of abuse made against a member of staff

update the setting's safeguarding policy to ensure it covers the use of mobile phones and cameras, and train staff so they fully understand their role to adhere to the safeguarding policy and procedures at all times

ensure there is a named deputy manager who is capable and qualified to take charge in the manager's absence

ensure all records are easily accessible and available for inspection, with particular regard to paediatric first-aid qualifications and staff records

ensure all staff understand the need to protect the privacy of children and meet legal requirements relating to data protection, with particular regard to taking, sharing and the storage of images

update knowledge and understanding of the requirement to notify Ofsted of significant changes, with particular regard to health issues relating to the nominated individual and change of manager.

The provider will be able to give parents further information about this.

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](#).