

Complaint about childcare provision

Ref: EY344365/4235757

Date: 6 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 23 May 2019 we received concerns that this provider was not meeting some of these requirements. On 3 June 2019 we visited the provider and 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. The provider is still registered with Ofsted.

Action needed

3.6 ensure that all staff have sufficient knowledge and understanding of the safeguarding policy and the wider aspects of safeguarding, including the 'Prevent' duty guidance for England and Wales 2015 - by 8 July 2019

3.12 ensure that records are maintained relating to the identity checks and vetting processes that have been completed; ensure that appropriate Disclosure and Barring Service (DBS) checks have been completed for all staff, and maintain a record of the DBS reference number, the date a check was obtained and details of who obtained it - by 8 July 2019

3.21 put in place appropriate arrangements for the supervision of staff who have contact with children and families - by 8 July 2019

3.20 ensure that all staff receive induction training to help them understand their roles and responsibilities; induction training must include information about emergency evacuation procedures, safeguarding, child protection, and health and safety issues - by 8 July 2019

3.25 ensure that at least one member of staff with a current paediatric first-aid certificate is at all times present and able to respond quickly to an emergency, including during the collection of children from school - by 8 July 2019

3.52 ensure that staff are able to manage children's behaviour in an age and developmentally appropriate, and consistent manner - by 8 July 2019

On 9 July 2019 we made a visit to the setting to monitor the above Welfare Requirements Notice. We found that the provider had taken appropriate action to meet the welfare

requirements notice. The provider remains 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](#).