

Complaint about childcare provision

Ref: 303738/4258799

Date: 11 July 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 18 June 2019 we received concerns that this provider was not meeting some of these requirements. We conducted an unannounced visit to the provider on 24 June 2019 and issued a notice to improve. 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.

Actions to be taken by 9 July 2019

ensure that procedures to be followed in the event of an allegation against a member of staff are in line with relevant legislation and guidance, and are understood by all leaders and staff

train all staff to understand your safeguarding policy and procedures and ensure that all staff have up to date knowledge of safeguarding issues and legislation including 'Prevent' duty guidance. Training made available must enable staff to identify signs of possible abuse and neglect at the earliest opportunity, and to respond in a timely and appropriate way

take all reasonable steps to ensure children are not exposed to risks and be able to demonstrate how risks are managed, with particular regard to when staff and children are crossing the car park and when they are in the toddler's outdoor play area

ensure that 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

implement effective and regular staff supervision arrangements providing support, coaching and training to foster a culture of continuous professional development and improvement

make sure policies and procedures are available to parents and/or carers

ensure every child's care is tailored to meet their individual needs, with specific regard to the arrangements for sleep and mealtimes.

We are satisfied with the action taken. The provider has updated the setting's policies and

procedures and has made these available to parents. They have provided safeguarding training to the staff team and implemented more effective induction and supervision arrangements. The provider has ensured that reasonable steps have been taken to prevent children from being exposed to risks and also ensured that children's care is tailored to their individual needs. 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](#).