

Complaint about childcare provision

Ref: EY338772/4230449

Date: 30 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 2 May, 16 May and 17 May, we received concerns that this provider was not meeting some of these requirements.

We 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.

Actions needed by 5 July 2019:

ensure all staff are trained to understand the setting's safeguarding policies and procedures, and have an up-to-date knowledge of safeguarding issues

develop a secure knowledge and understanding of the 'Prevent duty guidance for England and Wales 2015' in order to identify children who may be at risk of being exposed to extreme behaviours or views

review the recruitment process and ensure that all required information and documentation

about the vetting processes used to assure staff's suitability are consistently maintained

implement appropriate supervision arrangements for all staff to support their ongoing development

monitor staff practice effectively to identify and address any individual weaknesses in teaching

ensure that staff to child ratios are met at all times. This applies to the total number of staff available to work directly with children

ensure that staff are deployed appropriately to ensure children's needs are met

ensure a written record of complaints and their outcome are maintained, that all complaints are investigated appropriately and that parents are given a written response within 28 days as to the outcome of any complaint they put in writing

develop the key-person system to ensure this meets the individual needs of all children with particular regard to meal times and individual sleep patterns

ensure risk assessments are robust and identify and minimise potential hazards, with particular regard to windows in both the baby room and pre-school room

ensure records are appropriately maintained for the safe and efficient management of the setting. This is with particular regard to the recording of injuries that children may arrive with

obtain written permission from parents prior to the administration of any prescribed and/or non-prescribed medication to children.

In line with our procedures we completed a monitoring visit on 8 July 2019. We found that the provider had taken some steps to meet the requirements but further breaches of the requirements were identified. We served another welfare requirements notice.

Actions needed by 31 July:

ensure all staff understand the setting's safeguarding policies and procedures, and have an up-to-date knowledge of safeguarding issues

develop a secure knowledge and understanding of the 'Prevent duty guidance for England and Wales 2015' in order to identify children who may be at risk of being exposed to extreme behaviours or views

review the key person system to ensure staff know, understand and are able to meet the individual needs of every child to support their welfare and emotional well-being

ensure risk assessments are robust and identify and minimise potential hazards

ensure records are appropriately maintained for the safe and efficient management of the setting. This is with particular regard to the recording of injuries that children may arrive with

ensure records are appropriately maintained of any accidents sustained to children on the setting and of any first aid treatment administered

ensure confidential information and records about children are held securely and made accessible to Ofsted when requested

ensure that leaders and managers monitor cleaning routines at the premises in order that the areas used for childcare are hygienically clean and well maintained.

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](#).