

Complaint about childcare provision

Ref: 251706/4222498

Date: 12 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-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 2019 the provider notified us of an incident where a young child had been left in the outside play area, after the other children returned to the club premises with staff. The notification means that the provider met their legal responsibility as set out in the early years foundation stage safeguarding and welfare requirements to notify Ofsted of any significant incidents that may affect the suitability of the provider.

On 8 May 2019 we received concerns that the provider was not meeting some of the legal requirements.

We visited the provider to discuss the concerns and found a number of breaches to 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.

By 17 May 2019:

Ensure that the setting's policies and procedures to safeguard children are always followed and that they include the use of cameras and mobile phones in the setting.

Ensure 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, health and safety issues.

Ensure that if care is provided for pre-school children that the manager holds at least a full and relevant level 3 qualification and at least half of all staff hold at least a full and relevant level 2 qualification. In addition, the manager should have at least two years' experience of working in an early years setting or have at least two years other suitable experience. Ensure that there is a named deputy who is capable and qualified to take charge in the manager's absence.

Ensure that there is at least one person who has a current paediatric first-aid certificate on the premises. Ensure that they are available at all times when children are present and that they accompany children on outings. The certificate must be for a full course consistent with

the criteria set out in Annex A of the statutory framework for the early years foundation Stage. Ensure that staff paediatric first-aid certificates are displayed (or a list of staff who have current paediatric first-aid certificates is made available to parents).

Ensure that staffing arrangements meet the needs of all children and ensure their safety. Ensure that children are adequately supervised and decide how to deploy staff to ensure children's needs are met. Children must usually be within sight and hearing of staff and always within sight or hearing.

Ensure that there is a first-aid box accessible at all times with appropriate content for use with children.

Ensure that children can not leave the premises unsupervised and take all reasonable steps to prevent unauthorised persons from entering the premises. Follow an agreed procedure for checking the identity of visitors.

Ensure children are kept safe on outings, this includes times when children access outside play areas. Ensure that all risks and hazards are assessed and identify the steps to be taken to remove, minimise and manage those risks and hazards. The assessment must include consideration of adult to child ratios.

Ensure that the daily record of the names of the children being cared for on the premises and their hours of attendance is in place and accurate.

By 28 June 2019:

Ensure that there is a designated practitioner, who is appropriately trained and available, to take lead responsibility for safeguarding children in the setting.

Train all staff to understand their safeguarding policy and procedures and ensure that all staff have up-to-date knowledge of safeguarding issues. Training made available by the provider must enable staff to identify signs of possible abuse and neglect at the earliest opportunity and to respond in a timely and appropriate way.

Ensure that appropriate vetting processes are completed and record information about staff qualifications, identity checks and vetting processes that have been completed.

We carried out a monitoring visit to the setting on 17 May 2019 and carried out an inspection on 1 July 2019 and found that the provider was complying with the Welfare Requirements Notice.

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](#).