

Complaint about childcare provision

Ref: EY543255/4273475

Date: 10 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 4 July 2019, we received concerns regarding safeguarding practice, hygiene, ratios, behaviour management and record keeping. We carried out an unannounced visit on 8 July 2019 to see whether the provider was meeting the requirements specifically relating to; child protection, health, staff to child ratios, managing children's behaviour, and information and records. We found that the provider does not implement safeguarding policies and procedures effectively. In addition, the provider does not ensure that there is at least one member of staff working with children aged three years and over with a level 3 qualification. We also found that the provider does not maintain accurate records and that some safeguarding records are missing. We have issued a Welfare Requirements Notice. This is a legal notice that requires the provider to take the actions below by 31 July 2019. The provider will be able to give parents further information about this.

ensure that the provider and all staff, including those with lead responsibility for safeguarding, gain a secure knowledge and understanding of safeguarding and the child protection policy and procedures

ensure that the provider and all staff gain an understanding of how to recognise possible child protection concerns at the earliest opportunity and report any issues in a timely and appropriate way to promote children's welfare

keep and maintain accurate records to ensure the safe and efficient management of the setting, with particular regard to logs of child protection concerns and staff signing-in records

ensure that at least one member of staff working with children aged three and over holds a full and relevant level 3 qualification.

We made a visit to monitor the providers' compliance with this notice on 1 August 2019. Although they have taken some action to address the issues, insufficient time has elapsed to evaluate the impact on the childcare. Therefore a full re-inspection will be carried out to review the quality of the childcare in the near future.

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](#).