

Complaint about childcare provision

Ref: EY473462/4266353

Date: 30 September 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 26 June 2019 we received concerns that this provider was not meeting some of these requirements. We visited the provider twice to discuss the concerns and issued two Notices to Improve. These are notices that requires the provider to take the actions below within the timescales set out.

Actions required by 5 August 2019; ensure that children's behaviour is managed in an appropriate way; ensure that you meet the qualification and training requirements relating to the care of children under two-year-olds and that for children aged under 2 that there is at least one member of staff that holds a full and relevant level 3 qualification and are suitability experienced in the care of babies; ensure that all staff have the appropriate knowledge and skills needed to effectively carry out their roles and responsibilities; and, deploy staff effectively to meet the individual needs of children and ensure their safety.

Actions required by 14 August 2019; ensure that the lead practitioner for safeguarding identifies, understands and responds appropriately to indicators of possible abuse or neglect; recognise and respond appropriately to any indicators that a child may be at risk of harm; this includes ensuring that the Local Safeguarding Children's Board (LSCB) are informed, without delay, of any allegation against a person working with the children; ensure that children's behaviour is managed in an appropriate way; ensuring that any instances where physical intervention is used are appropriately documented and that parents and/or carers are informed on the same day, or as soon as reasonably practicable; and, ensure that there are appropriate hand-washing facilities available for staff.

Action required by 4 September 2019; ensure that all staff, including the manager receive

regular and effective supervision to help them to continuously improve their skills and to promote the interests of children.

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](#).