

Complaint about childcare provision

Ref: EY552958/4360022

Date: 28 October 2019

Summary of outcome

- 1) early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage, (EYFS) 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 16 October 2019, we received concerns that this provider was not meeting some of these requirements. We conducted a regulatory visit and issued the provider with a Notice to Improve.

Actions needed:

take all reasonable steps to make sure staff and children are not exposed to risks and any possible hazards are minimised, particularly making sure coats and shoes left in the cloakroom do not present a trip hazard, and children's bags that contain items such as toiletries, are not left within children's reach by 27 November 2019

provide suitable facilities for the hygienic preparation of food; make sure waste bins in the kitchen area have lids and are not overflowing and waste items, such as open food cans are not left within children's reach by 27 November 2019

ensure there are suitable toilet and handwashing facilities for children, that toilet areas are clean and potties are emptied and cleaned straightaway by 27 November 2019

improve understanding of the procedures to follow when there are concerns about a member of staff's suitability and in the event of an allegation being made against a member of staff by 27 November 2019

implement effective induction procedures for staff stepping up to management positions and ensure they have appropriate training, skills and knowledge to undertake their role successfully by 27 November 2019

provide evidence of the identity checks and vetting processes that have been completed for all staff, including the criminal records check reference number, the date a check was obtained and details of who obtained it by 27 November 2019

ensure records are easily accessible and available to those who have a right or professional need to see them by 27 November 2019.

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](#).