

## **Complaint about childcare provision**

Ref: 251442/4311236

Date: 16 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](http://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 21 August 2019 we received concerns that this provider was not meeting some of these requirements. We visited the provider to discuss the concerns and 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. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions required by 29 October 2019;

gain a secure knowledge of how to safeguard children regarding the procedures to follow in the event of an allegation made against a member of staff

ensure safeguard procedures are reflected in practice, regarding staff use of personal mobile phones in the playgroup

ensure that the management committee has a secure understanding of their roles and responsibilities

ensure that staff medication on the premises is always stored securely

implement robust recruitment procedures to ensure all staff are suitable for their role and establish a system of regular supervision for the manager to support and monitor performance and improve practice

ensure that children's behaviour is managed in a positive way and that the procedures laid out in the behaviour management policy reflect staff practice and is followed throughout the playgroup

make sure that records are easily accessible and available to those who have a right or professional need to see them.

We will continue to monitor this provider.

On 30 October 2019 we visited the provider to carry out a monitoring visit. We found that the provider has met the action set in the required timescale. They remain suitable for registration.

### **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](#).