

Complaint about childcare provision

Ref: EY359706/4313714

Date: 24 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.

We received a concern and a notification from the provider about the same issue. On 9 September we conducted an unannounced visit where we issued them with a notice to improve. This 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.

Action needed by 10 September 2019:

ensure at least one member of staff who holds a current paediatric first aid certificate is always deployed in the pre-school when children are present.

Further action required by 23 September 2019:

ensure information about the food and drink provided for children is easily accessible to parents,

improve the management systems in place to mentor, monitor and supervise staff to identify and address issues as they arise, and provide coaching to improve staff's personal effectiveness,

ensure all staff have suitable training to enable them to identify signs of possible abuse and neglect at the earliest opportunity, and to respond in a timely and appropriate way; this includes the action to be taken in the event of an allegation being made against a member of staff to keep children safe,

implement effective procedures to improve the deployment of staff to meet the needs of all children and ensure they are supervised appropriately to keep them safe,

ensure that staff are familiar with health care plans in place for children who have allergies or intolerances and that each specific care plan is easily accessible to staff,

improve staff's understanding and ability to identify hazards in the play environment and put

in place preventative measures to minimise risks and keep children safe.

The provider has since responded to the notice to improve and we are satisfied with the action taken.

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](#).