

Complaint about childcare provision

Ref: EY538408/4301471

Date: 10 October 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 5 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 Notice to Improve. This is a notice that requires the provider to take the actions below within the timescales set out.

Action required by 16 August 2019:

3.54 Ensure that the premises, including outside spaces are fit for purpose and suitable for the age of children cared for and the activities provided on the premises. Comply with health and safety legislation including fire safety and hygiene requirements.

3.55 Take all reasonable steps to ensure the safety of the children, staff and others on the premises in case of fire or any other emergency. Ensure that there is a clear emergency evacuation procedure, which is known and understood by all. Ensure there are appropriate fire detection resources in place in all areas of the premises and that these are in working order. Ensure fire exits are clearly identifiable.

3.64 Ensure that all reasonable steps are taken to make sure staff and children in their care are not exposed to risks and demonstrate how these risks are being effectively managed.

Action required by 1 September 2019:

3.5 Ensure there is a trained designated practitioner, who is available and accessible to staff, to take lead responsibility for safeguarding in the setting.

3.23 Ensure that there is a named deputy, who is capable and qualified to take charge in the manager's absence.

3.68 Identify a member of staff who is to act as a SENCO in order to guide staff and support families and children with special educational needs and/or disabilities.

We carried out a monitoring visit on 2 September 2019. The provider demonstrated that

they had taken sufficient action to address the weakness in practice.

On 7 October 2019 we visited the provider. The provider was found to be breaching requirements of the Early Years Foundation Stage. We 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.

Action required by 22 October 2019:

3.54 Ensure that the premises, including outside spaces are fit for purpose and suitable for the age of children cared for and the activities provided on the premises. Comply with health and safety legislation including fire safety and hygiene requirements.

3.55 Take all reasonable steps to ensure the safety of the children, staff and others on the premises in case of fire or any other emergency. Ensure that there are appropriate fire detection resources in place in all areas of the premises and that these are in working order.

3.64 Ensure that all reasonable steps are taken to make sure staff and children in their care are not exposed to risks. Ensure those responsible for carrying out risk assessments are competent and demonstrate how these risks are being effectively managed.

3.63 Ensure that there is appropriate valid public liability insurance in place to cover the premises from which childcare is being provided.

We carried out a monitoring visit on 23 October 2019. In addition we received further information from the provider on 11 November 2019. The provider demonstrated that they had taken sufficient action to meet the Welfare Requirement Notice.

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](#).