

Complaint about childcare provision

Ref: EY348582/4394927

Date: 9 December 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 2 December 2019 and 3 December 2019, we received concerns that this provider was not meeting some of these requirements.

On 4 December 2019 we visited the provider and issued a welfare requirement notice. This is a legal notice that requires the provider to take the actions within the timescales set out. We also found that the provider failed to notify Ofsted of relevant changes or significant events within the required timescale, which is an offence. The provider will be able to give parents further information about this.

Actions needed by 3 January 2020:

implement effective systems for safe recruitment to ensure that every person working with children has completed robust suitability checks;

implement system in place to ensure that staff remain suitable to carry out their roles and responsibilities, and their performance is consistently monitored;

ensure that all staff, including those who have lead safeguarding responsibility, understand and implement the safeguarding policy and procedures, with particular regard to what to do if an allegation is made against any member of staff;

ensure there is a named deputy who is capable and qualified to take charge in the manager's absence, particularly during morning hours;

improve staffing arrangements to ensure staff are vigilant and meet children's individual care and learning needs at all times;

implement robust and effective risk assessments to identify, remove or reduce hazards in order to keep children safe;

comply with requirements of health and safety legislation, particularly in relation to hygiene

requirements to prevent any cross-contamination;

manage children's behaviour in an appropriate and consistent manner to support their understanding of expectations and acceptable behaviour;

ensure staff plan and provide interesting and challenging activities in all rooms consistently to meet each child's learning needs to help them make good progress.

We are satisfied with the steps taken by the provider. This will be assessed further at their next inspection.

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](#).