

Complaint about childcare provision

Ref: 126221/4382112

Date: 11 December 2019

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 14 November 2019, we received concerns that this provider was not meeting some of these requirements. We have served 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.

Action needed:

maintain appropriate adult to child ratios at all times to help ensure that children's safety and individual needs are continually met, by 22 November 2019

make sure there is adequate space for the different age children attending and that it meets their specific needs, by 22 November 2019

implement effective behaviour management processes to help children manage their own actions, by 9 December 2019

ensure records are kept of any child protection concerns, by 9 December 2019

maintain an accurate daily record of the all children's names and their hours of attendance, by 9 December 2019

implement an effective procedure for keeping a written record of any complaints, and their outcome, by 9 December 2019

gain a secure understanding of changes that must be notified to Ofsted, including changes to household members, any event which is likely to affect the suitability of the provider, such as health, by 9 December 2019.

On 10 December 2019 we conducted an unannounced visit to the provider and found that they had taken the appropriate action to meet the Welfare Requirements Notice. However, we have raised a notice to improve relating to a separate matter. This is a 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.

Action needed:

implement an effective safeguarding policy, specifically the use of mobile phones and cameras at the setting, by 7 January 2020

improve knowledge and understanding of the quality of children's learning experiences, in particular relating to the impact of screen time, by 7 January 2020.

On 13 January 2020 we received a written response from the provider who had taken the appropriate action to meet the notice to improve.

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](#).