

Complaint about childcare provision

Ref: EY561498/4452894

Date: 2 March 2020

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 12 February 2020 we received concerns that this provider was not meeting some of these requirements. We visited the provider to discuss the concerns and have issued Welfare Requirements Notices. 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.

3.5 Child protection

ensure a member of staff is designated to take lead responsibility for safeguarding children by 27 February 2020

3.7 Child protection

ensure any concerns about a child's safety or welfare are notified to agencies with statutory responsibilities, including children's social care services and in an emergency, the police, without delay by 27 February 2020

3.9 Suitable people

implement effective systems to ensure that people working with children are suitable by 27 February 2020

3.12 Suitable people

ensure information about staff qualifications, identity checks and vetting processes are recorded, including the Disclosure and Barring Service check reference number and date the check was obtained by 27 February 2020

3.21 Staff qualifications, training, support and skills

implement appropriate arrangements to ensure that all staff receive regular supervision which provides support, coaching and training to help develop their practice by 27 February

2020

3.23 Staff qualifications, training, support and skills

ensure there is a named deputy who is qualified and capable to take charge in the managers absence by 27 February 2020

3.27 Key person

ensure every child is assigned a key person to help tailor their care to meet their individual needs and offer a settled relationship by 27 February 2020

3.47 Food and drink

ensure children's meals and snacks are healthy, balanced and nutritious by 27 February 2020

3.54 Safety and suitability of premises, environment and equipment

ensure that the premises, including the outdoor spaces are fit for purpose and suitable for the ages of children cared for by 27 February 2020

3.58 Premises

ensure children receive opportunities to play outside or take part in outside activities daily by 27 February 2020

3.64 Risk assessment

improve risk assessments to ensure that all possible hazards to children are identified and minimised, specifically hazards in the bathroom and the broken fence panels by 27 February 2020

3.72 Information about the child

ensure information recorded about children includes details of who has parental responsibility for the child and which parent(s) and/or carer(s) the child normally lives with by 27 February 2020

3.76 Information about the provider

maintain an accurate daily record of children's names and their hours of attendance by 27

February 2020

1.6 Education programmes

take account of children's individual needs, interests and stages of development to ensure that children receive suitably challenging and enjoyable experiences by 27 February 2020

2.1 Assessment

implement an effective cycle of ongoing observations and assessments to ensure that staff have an accurate record of every child's stage of development and achievements to plan for what children need to learn next by 27 February 2020

The provider remains registered with Ofsted.

On 28 February 2020, we visited the provider to monitor the Welfare Requirements Notice's and carry out an inspection. We found that the provider had met some of the Welfare Requirements Notices. However, we found further breaches of the legal requirements and have issued further Welfare Requirements Notices. 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.

3.23 Staff qualifications, training, support and skills

ensure there is a named deputy who is qualified and capable to take charge in the managers absence by 30 March 2020

3.58 Premises

ensure children receive opportunities to play outside or take part in outside activities daily by 30 March 2020

3.76 Information about the provider

maintain an accurate daily record of children's names and their hours of attendance by 30 March 2020

3.57 Premises

improve the range of resources and activities available to children to engage, excite and interest them by 30 March 2020

3.4 Child protection

ensure safeguarding policies and procedures are understood and followed, specifically in regard to the use of personal mobile phones in the nursery by 30 March 2020

3.6 Child protection

ensure all staff, including the provider, all have an up to date knowledge of knowledge of all safeguarding matters, to enable them to identify the signs that may indicate a child is at risk of abuse and how to respond and report any concerns by 30 March 2020

3.20 Staff qualifications, training, support and skills

ensure that all staff receive effective induction training to help them understand their roles and responsibilities by 30 March 2020

3.21 Staff qualifications, training, support and skills

implement appropriate arrangements to ensure that all staff, including the manager receive regular supervision which provides support, coaching and training by 30 March 2020

3.52 Managing behaviour

improve behaviour management strategies to ensure that children's behaviour is managed in a consistent and appropriate way and does not hinder other children's learning and/or puts them at risk of harm by 30 March 2020

3.64 Risk assessment

improve risk assessments to ensure that all possible hazards to children are identified and minimised, specifically small pieces that pose a choking hazard and broken toys by 30 March 2020

1.6 Education programmes

take account of children's individual needs, interests and stages of development to ensure that children receive suitably challenging and enjoyable experiences by 30 March 2020

2.1 Assessment

implement an effective cycle of ongoing observations and assessments to ensure that staff have an accurate record of every child's stage of development and achievements to plan for

what children need to learn next by 30 March 2020

We suspended the provider's registration because we believed children may be at risk of harm. Suspension allows time for the provider to take steps to reduce or eliminate the risk of harm to children

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](#).