

## **Complaint about childcare provision**

Ref: EY545831/4440752

Date: 16 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](http://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 31 January 2020 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 following actions by 10 March 2020:

ensure that staff are trained effectively on safeguarding matters, so they have up to date knowledge of safeguarding issues including the 'Prevent' duty;

ensure that qualified staff are available at all times, as required, to meet the needs of children and ensure their safety;

ensure that an accurate daily record is maintained of the names and hours of children's attendance;

improve the effectiveness of staff induction, training and ongoing support to ensure that all staff are competent to perform their roles;

maintain and share accurate records of accidents and injuries sustained by children and the first aid treatment given.

We visited the provider and found they had taken some action to comply with most of the actions listed above. However, we found that the provider needed to take further action.

We have served another Welfare Requirements Notice. This legal notice requires the provider to take the following actions by 24 April 2020:

promote the good health of children attending the setting by cleaning tables and equipment thoroughly in order to prevent the spread of infection;

ensure that the premises, including overall floor space are fit for purpose and suitable for the age of children cared for, specifically providing suitable space and equipment for babies

throughout the day;

put effective systems in place to ensure that practitioners, and any other person who is likely to have regular contact with children are suitable;

obtain an enhanced criminal records check in respect of every person over 16 who works directly with children;

improve the effectiveness of staff induction, training and ongoing support to ensure that all staff are competent to perform their roles.

We are satisfied with action the provider has taken to comply with the requirements and this will be reviewed at the next inspection or visit. 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](#).