

## **Complaint about childcare provision**

Ref: 2590015/4563205

Date: 8 September 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 24 August 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 actions below within the timescales set out. The provider will be able to give parents further information about this.

#### **Actions needed:**

ensure the provider has a clear understanding of their role and responsibilities in the effective running of the provision, and in particular how they monitor the work of the manager to carry out their duties effectively and in accordance with the early years foundation stage by 17 September 2020

take action to update knowledge and understanding of risk and implement an effective risk assessment process that identifies risks and swiftly removes or reduces them to keep children safe by 17 September 2020

implement an effective supervision process to support the manager and staff to understand their role and responsibilities, and support confidential discussions around any sensitive issues or concerns they may have by 17 September 2020

take action to check staff's ongoing suitability to fulfil the requirements of their role and improve staff knowledge about what information they are expected to disclose that could

affect their suitability to work with children by 17 September 2020

keep confidential information about staff and children safe and secure and only share this with those who have a right or need to see it by 17 September 2020

improve knowledge of retention periods relating to keeping of children's records for a reasonable time after they have left and ensure these are adhered too by 17 September 2020

implement a robust process to ensure safeguarding referrals made to outside agencies are followed up on and any further concerns are reported swiftly, including when children do not attend by 17 September 2020

ensure staff record accurate information when children have an accident or an injury including the first aid treatment given, and share with parents on the same day or as soon as reasonably practicable after by 17 September 2020

implement a process to swiftly identify children who may have special educational needs and/or disabilities and put arrangements in place to support them by 17 September 2020

ensure the provider has deemed the named deputy suitable and capable to take charge in the manager's absence by 17 September 2020.

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 on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).