

Complaint about childcare provision

Ref: EY401199/4631611

Date: 8 March 2021

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 30 November 2020, we received concerns that the provider was not meeting some of these requirements.

On 16 February 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a notice to improve. The provider will be able to give parents further information about this.

Actions needed by 8 March 2021:

- ensure there is a named deputy who is capable and qualified to take charge in the manager's absence
- implement robust systems to ensure the effective and timely completion of records of any injuries to children
- maintain an accurate record of children's hours of attendance
- ensure that staff understand the safeguarding policy and procedures and know how to respond to safeguarding concerns about children in a timely and appropriate way
- take reasonable steps to ensure the safety of children, staff and others on the premises in the case of fire or any other emergency including ensuring that evacuation routes and fire doors are free from obstruction
- ensure that there is appropriate fire detection and control equipment that is easily accessible and checked regularly
- ensure that all staff understand and follow the settings safeguarding policy specifically in relation to the use of smart watches
- ensure all staff have a clear understanding of their roles and responsibilities.

We found that the provider has made sure the deputy has received specific training for their role to make sure they have the correct knowledge and understanding. The provider has

refreshed staff knowledge on the importance of recording children's hours of attendance and any accidents or injuries they have. The provider has reminded staff about their safeguarding policy and procedure to equip them with the required knowledge to recognise and respond to any concerns of abuse or neglect appropriately. The provider has also reminded staff about the importance of having clear evacuation routes in the event of an emergency, fire detection equipment is checked on a weekly basis and there is appropriate fire control equipment. The provider has amended the setting's safeguarding policy regarding the use of smart watches so that staff are no longer allowed to wear them while working with children.

We are satisfied the provider has met the actions raised. 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](#).