

## **Complaint about childcare provision**

Ref: 2548120/4908694

Date: 1 November 2021

### **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 14 October 2021, we received concerns that the provider was not meeting some of these requirements.

On 21 October 2021, we carried out a regulatory visit. We found the provider was not meeting some of the 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 by 5 November 2021:

- ensure the child protection procedures that cover the use of mobile phones and cameras in the setting are clear and implemented to safeguard children
- keep an accurate written record of accidents or injuries and first aid treatment
- ensure the premises are fit for purpose and suitable for the age of children cared for and the activities provided and comply with requirements of health and safety legislation including fire safety, hygiene requirements and Control of Substances Hazardous to Health (COSHH) regulations
- take all reasonable steps to ensure staff and children are not exposed to risks and be able to demonstrate how risks are managed
- ensure staffing arrangements and the deployment of staff meet the needs of the children and ensure their safety
- keep an accurate daily record of the names of the children being cared for on the premises, their hours of attendance and the names of each child's key person
- ensure records are accurate, easily accessible and available to those who have a right or professional need to see them.

On 15 December 2021, we monitored the actions taken. We found that mobile phones are stored safely away from areas used by children and all staff have been briefed on the child protection procedures. Record keeping has improved. Records of accidents and attendance are monitored for accuracy and reviewed for any safeguarding concerns. Staffing arrangements and the deployment of staff meet the needs of the children. Staff have been trained in risk assessment. A building risk assessment has been conducted and identified hazards have been removed. Action has been taken to comply with requirements of health and safety legislation including fire safety, hygiene requirements and COSHH regulations.

We are satisfied the provider has met the safeguarding and welfare 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](#).