

Complaint about childcare provision

251499/C307695

Date: 29/04/2017

Summary of complaint

On 21 February 2017, we carried out an inspection which judged that the overall effectiveness of the setting was inadequate and did not meet the needs of the children who attend. The outcome of the inspection is set out in the inspection report which is published on the provider's page of the Ofsted website.

On 21 April 2017 we carried out a monitoring visit to the setting to check that the provider was complying with all actions set in the welfare requirement notice and notice of action to improve.

We found that the welfare requirements notice was not met. Safeguarding was still not effective. Ofsted had still not been provided with the required information to carry out checks on committee members. The provider and manager had still not addressed safeguarding weaknesses within the setting. Therefore, children's safety and well-being continued to be affected.

On 26 May 2017 we carried out a second monitoring visit to the setting. We found that the welfare requirements notice was still not met. The provider has failed to ensure that the committee are aware of their roles and responsibilities and identify and address weaknesses in the setting. The manager and staff continue to have a poor understanding of safeguarding, placing children at risk of harm. Recruitment procedures are poor and do not ensure that staff are suitable to fulfil their roles. The provider continues to allow unchecked committee members have involvement within the setting. Records are still not available for inspection. In addition, the setting were found to not be meeting the required qualification ratios.

We made the decision to take steps to cancel the registration because the provider failed to safeguard children and demonstrated a poor capacity to

improve.

However, the provider resigned before the legal notice was served.

This provider is no longer 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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted