

## **Complaint about childcare provision**

251431/C317084

**Date:** 02/08/2017

### **Summary of complaint**

On 09 June 2017 we received a notification from an outside agency that raised concerns that the provider was failing to meet safeguarding and welfare requirements of the statutory framework for the Early Years Foundation Stage (EYFS) relating to 'suitable people'; 'Staff qualifications, training, support and skills'; and 'Changes that must be notified to Ofsted'.

We visited the pre-school and found that supervision sessions were inconsistent and not sufficiently robust for all staff. These sessions did not allow suitable opportunities for staff to discuss any personal issues. We also found that the provider was unclear about the procedures to follow in certain circumstances if they had concerns about children's safety or welfare. The provider had also failed to notify Ofsted of a significant event.

Following our investigation, we issued a notice of action to improve which required the provider to:

- ensure that effective, robust systems are in place for the supervision of all staff, including managers.
- ensure that statutory agencies are notified without delay of any information that indicates a cause for concern about children's safety or welfare, with particular regard to the governments statutory guidance 'Prevent duty guidance for England and Wales 2015.'

We issued a warning letter in relation to the failure to notify Ofsted of a significant event.

We received a suitable response from the provider to the above notice.

The provider remains 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](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)