

Complaint about childcare provision

EY316558/C341065

Date: 16/07/2018

Summary of complaint

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 If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 6 March 2018 we received concerns that this provider was not meeting some of these requirements.

We issued a Welfare Requirements Notice under the following Early Years Foundation Stage requirements: Child protection, Suitable people, Staff qualifications, training, support and skills and Information and records. . This is a legal notice that requires the provider to take the actions below by 31 May 2018. The provider will be able to give parents further information about this.

On 4 June 2018 we undertook an unannounced visit to monitor compliance with the welfare requirements notice. We were informed by the provider that account is taken of any advice from the LSCB or local authority on appropriate safeguarding training courses. We found that insufficient action has been taken to make all of the improvements identified. We reissued the Welfare Requirements Notice in order to allow the provider one more opportunity to make the improvements. The provider is still registered with Ofsted.

Actions needed

- ensure the policy, and procedures in place to safeguard children are in line with the guidance and procedures of the relevant Local Safeguarding Children Board (LSCB), and that they are regularly reviewed and updated to

reflect changes

- ensure all staff are trained to understand the safeguarding policy and procedures, and ensure that all staff have up to date knowledge of safeguarding issues
- ensure all information about the identity checks and vetting processes that have been completed for all staff is recorded fully
- ensure all staff have the appropriate training, skills and knowledge and a clear understanding of their roles and responsibilities
- ensure there named deputy is capable and qualified to take charge in the manager's absence
- ensure all records are easily accessible and available, with specific regard to records about staff suitability and qualifications.

On 4 June 2018 we undertook an unannounced monitoring visit. We found that insufficient action to make improvement had been taken by the provider. We re-issued the welfare requirements notice to allow the provider more time to make improvement. On 3 July 2018 we undertook another unannounced monitoring visit. We found that staff have taken some steps to make improvement.

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