

## **Complaint about childcare provision**

Ref: EY464878/4171767

Date: 10 May 2019

### **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 8 March, 14 March, 18 March and 21 March 2019, we received concerns that this provider was not meeting some of these requirements. At a visit on 25 March 2019 it was found that a number of staff had recently left the nursery and this resulted in the manager needing to use cover staff from other Mace Montessori settings or agency staff. It was found that these staff were moving around the nursery to meet ratios requirements and this resulted in poor deployment of staff to ensure children had consistency with the adults caring for them. It was found that risk assessments were not fully completed, and cleaning materials were found to be accessible to children. There were concerns found regarding the cleanliness of the nursery. It was found that the staff covering had not been inducted on their arrival to the nursery and were unaware of the emergency evacuation procedures and other health and safety procedures. It was found that recruitment procedures were not robust enough and some staff had an insufficient knowledge of English.

We issued a notice to notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

implement effective procedures to improve the deployment of staff to ensure there is stability in all rooms and meets the needs of the children at all times - by 17 April 2019

ensure risk assessments are thorough and make sure the premises are fit for purpose and suitable for children; in particular with regard to the cleanliness of the nursery and ensuring all hazards are removed from children's reach times - by 17 April 2019

ensure that all staff providing cover receive induction training to help them understand emergency evacuation procedures and other health and safety issues times - by 17 April 2019

improve the recruitment procedures to ensure it includes thorough vetting processes times - by 17 April 2019

ensure all staff have a sufficient understanding and use of English to ensure the wellbeing of

children in their care times - by 17 April 2019.

The notice to improve was monitored and the provider took action to most of the actions. Recruitment of new staff continued to be an ongoing process.

On 3 April and 24 April 2019 further concerns were received that this provider was continuing to not meet some of these requirements. A further visit on 30 April 2019 found that insufficient action had been taken in relation to staff deployment, there were insufficient qualified staff working with children under two years, risk assessments continued to be poor and hazards were identified, and the key person system was ineffective.

We issued a welfare requirement notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

implement effective procedures to improve the deployment of staff to ensure there is stability in all rooms and meets the needs of the children at all times – by 31 May 2019

ensure that for children aged under two at least one member of staff holds a full and relevant level 3 qualification, and is suitably experienced in working with children under two; and at least half of all other staff hold a full and relevant level 2 qualification – by 31 May 2019

ensure staff understand how carry out effective risk assessments to ensure any hazards are identified and removed in the nursery rooms -by 31 May 2019

On 5 June 2019 an inspection was carried out where the welfare requirements notice was monitored. Most of the WRN's were met, however concerns remained with staff's awareness of risk assessment. The outcome of the inspection was inadequate. We issued a further welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

ensure staff understand how to carry out effective risk assessments to ensure any hazards are identified and made safe, to protect children's overall wellbeing - by 26 June 2019.

On 3 July 2019 we monitored the provider's compliance to the WRN and found that suitable action had been taken to ensure all staff have a good understanding of the importance of risk assessment. No further safety concerns were found at the visit.

We will re-inspect the provider within 6 months

The provider will be able to give parents further information about this.

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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).