

Complaint about childcare provision

Ref: EY500638/4205708

Date: 19 July 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 16 April 2019, we received we received concerns that this provider was not meeting some of these requirements. We visited the provider and found that they were not meeting the requirements. We have served a welfare requirements notice that requires the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed:

Improve knowledge and understanding of safeguarding issues, and the government's statutory guidance 'Working Together to Safeguard Children'. This is with particular regard to being able to recognise, and respond appropriately to inappropriate behaviours displayed by any member of staff.

Ensure that all safeguarding concerns are reported to agencies with statutory responsibilities without delay.

Ensure that clear and accurate records are maintained for the safe and efficient management of the setting.

On 29 May 2019, we conducted an inspection where we judged the provision to be inadequate. As a result, 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. The childminder will be able to give parents further information about this.

Actions needed:

- ensure that all safeguarding concerns are reported to agencies with statutory responsibilities without delay by 7 June 2019

- ensure that all staff understand the safeguarding policy and procedures and have a clear and up to date knowledge of safeguarding issues, including the process to follow in the event of an allegation being made against a staff member, by 28 June 2019

- make sure staff have appropriate training, support and coaching which enables them competently fulfil their roles and responsibilities, and ensure the quality of teaching is consistently good, by 28 June 2019

- ensure that clear and accurate records are maintained for the safe and efficient management of the setting, by 28 June 2019.

Following the inspection, we conducted an announced visit on 12 July 2019. We found that the provider had taken appropriate action to meet three actions issued on the welfare requirements notice. As a result, we issued a further welfare requirements notice:

Action needed:

- ensure that all staff understand the safeguarding policy and procedures and have a clear and up to date knowledge of safeguarding issues, including the process to follow in the event of an allegation being made against a staff member, by 24 July 2019.

We conducted a further monitoring visit, and are satisfied that the provider is now compliant with the welfare requirements 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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).