

Complaint about childcare provision

Ref: EY276275/4273569

Date: 19 September 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 the 4 and 5 July 2019 we received concerns that this provider was not meeting some of these requirements. We conducted an unannounced visit on 9 July 2019. We have served a Welfare Requirements Notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 17 July 2019:

ensure that all staff, including those with lead responsibility for child protection, understand the safeguarding policy and procedures, with particular regard to whistleblowing procedures and the action to be taken in the event of an allegation being made against an adult or child

improve knowledge of Local Safeguarding Children Board (LSCB) procedures and the role of the Local Authority Designated Officer (LADO)

ensure the designated safeguarding lead officer attends an appropriate child protection training course that helps them to understand the designated safeguarding lead role

ensure information is shared with parents and other professionals, such as social services to make sure that children are safe and protected and their individual needs are met at all times

demonstrate that information about staff recruitment, identity checks and vetting procedures have been followed and recorded, including the criminal records check reference number, the date a check was obtained and details of who obtained it

ensure staff understand their responsibility to disclose any information about convictions, cautions, court orders, reprimands and warnings that may affect their suitability to work with children

ensure that you take all reasonable steps to ensure children in your care are not exposed to risks and demonstrate how you are managing risks, with particular regard to the kitchen area in the baby room

ensure a daily record of the names of the children being cared for on the premises, their hours of attendance and the names of each child's key person is accurate at all time

improve knowledge and understanding of the changes and significant events that must be notified to Ofsted and the timescales in which to make these notifications.

On the 18 July 2019 we conducted an unannounced monitoring visit to check compliance with the Welfare Requirement Notice. We found the provider has taken sufficient action to meet the Welfare Requirement Notice. Staff, including those with lead responsibility for child protection have taken appropriate steps to make sure that children are safe and protected. Recruitment procedures are now secure and new procedures for sharing information with parents have been put in place. The provider is still registered with Ofsted.

On the 19 August 2019 we conducted an unannounced visit. We have served a Welfare Requirements Notice.

Actions needed by 11 September 2019:

improve staff's knowledge of wider safeguarding concerns, in particular children's online safety and ensure children are adequately supervised when using the internet and appropriate levels of filtering is in place to help protect them from harm

ensure the safeguarding policy is in line with the guidance and procedures of the relevant Local Safeguarding Children Board/Partnership (LSCBP)

improve knowledge of the relevant Local Safeguarding Children Board/Partnership (LSCBP) reporting procedures, in particular the action to take after a referral has been made about a child's welfare

ensure supervisions are carried out to monitor the effectiveness of staff and the manager's practice and provide appropriate support, coaching and training to promote continuous improvement.

We found that the provider had failed to take all necessary action to comply with the welfare requirements notice. Therefore, we have served a third Welfare Requirements Notice.

Actions needed by 23 September 2019:

improve staff's knowledge of wider safeguarding concerns, including children's online safety

ensure all staff understand the safeguarding policy and procedures and make sure that they

have up to date knowledge of safeguarding issues

ensure robust induction training is implemented, which includes supporting staff's knowledge and understanding of the full range of policies and procedures and health and safety issues

ensure supervisions are carried out to monitor the effectiveness of staff and the manager's practice and provide appropriate support, coaching and training to promote continuous improvement.

We will continue to monitor the provider's response to ensure the actions are successfully completed. 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](#).