

Complaint about childcare provision

Ref: EY477795/4339329

Date: 24 January 2020

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 23 September 2019 we received concerns that this provider was not meeting some of these requirements.

On 30 September 2019 we visited the provider and issued a welfare requirement notice. This is a legal notice that requires the provider to take the actions within the timescales set out. We also found that the provider failed to notify Ofsted of relevant changes within the required timescale, which is an offence. The provider will be able to give parents further information about this.

Actions needed by 12 November 2019:

ensure that all staff have a secure knowledge and understanding of safeguarding matters, in particular that they are able to identify and know what to do in the event of an allegation being made against any member of staff;

ensure that all staff have a secure knowledge and understanding of the 'Prevent duty guidance for England and Wales 2015' and know how to identify and what to do if there are signs that might indicate a child or a family is being radicalised;

ensure all staff understand the nursery's policy and procedures, particularly in relation to monitoring existing injuries to ensure any potential safeguarding concerns are identified and correct procedures followed;

improve recruitment arrangements to ensure that practitioners, and any other persons who is likely to have regular contact with children, are suitable;

obtain an enhanced criminal records check in respect of every person aged 16 and over who works directly with children and provides personal care to children;

comply with requirements of health and safety legislation, particularly in relation to fire prevention equipment and safety checks;

ensure all staff receive appropriate induction training to help them understand their roles and responsibilities;

ensure there are appropriate arrangements in place for the supervision of staff to provide them with support, coaching and training and to promote the interests of children;

ensure that there is always at least one member of staff that holds a full and relevant level 3 qualification and has suitable experience in working with children under two, and at least half of all other staff working with this age group hold a full and relevant level 2 qualification and have received training that specifically addresses the care of babies;

improve your arrangements for the key person system to ensure each child has an assigned key person, who is available to those children to ensure that their care and individual needs

are met at all times.

On 13 November 2019, we visited the provider to monitor compliance with the welfare requirements notice issued. We found that the provider had taken some action to comply with the notice issued. However, we have served a further Welfare Requirements Notice. This gives the provider more time to comply with the notice. The provider will be able to give parents further information about this.

Actions needed by 6 January 2020:

ensure that all staff have a secure knowledge and understanding of safeguarding matters, in particular that they are able to identify and know what to do in the event of an allegation being made against any member of staff;

improve recruitment arrangements to ensure that practitioners, and any other persons who is likely to have regular contact with children, are suitable;

ensure there are appropriate arrangements in place for the supervision of staff to provide them with support, coaching and training and to promote the interests of children;

comply with requirements of health and safety legislation, particularly in relation to hygiene requirements;

ensure that there is an adequate supply of clean bedding is always available for all children to use.

On 7 January 2020, we visited the provider to monitor compliance with issued welfare

requirements notice. We found that although the provider is taking some action to improve this is not effective overall to meet all requirements and issued another welfare requirement notice. The provider will be able to give parents further information about this.

Actions needed by 24 January 2020:

ensure that all staff, including those who are new to the setting and those with safeguarding lead responsibility, have a secure knowledge and understanding of all safeguarding matters;

improve recruitment arrangements to ensure that all adults working with children are suitable.

We are satisfied with the steps taken by the provider. This will be assessed further at their next inspection.

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](#).