

Complaint about childcare provision

Ref: EY339915/4416503

Date: 5 March 2020

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 3 January 2020, we received concerns that this provider was not meeting some of these requirements.

On 22 January 2020 we suspended the provider's registration because we believed children may be at risk of harm. Suspension allows time for the provider to take steps to reduce or eliminate the risk of harm to children.

On 28 and 29 January 2020 we conducted announced visits to the setting. We served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Action needed:

implement effective vetting and recruitment procedures to ensure that management and staff are suitable for their roles and responsibilities, by 25 February 2020

make sure staff designated to take the lead for safeguarding are competent and able to fulfil their role, by 25 February 2020

ensure leaders and staff have a secure understanding of safeguarding and the procedures to follow, including child protection and allegations against staff, by 25 February 2020

take action to make sure leaders and staff swiftly act and respond to child protection concerns, liaise with the relevant children's services agencies and keep accurate records, by 10 February 2020

provide management and staff with effective supervision, support and training to help build their knowledge, understand their responsibilities and aid their continuous professional development, by 25 February 2020

improve the key-person system so that leaders and staff build effective relationships with parents and understand their children's individual needs, by 25 February 2020

make sure accident and incident procedures are effective, specifically to ensure written records provide sufficient detail to help identify and manage any concerns to keep children

safe, by 25 February 2020

improve the procedures for administering medication to ensure they are robust and include written consent from parents/carers and confirmation they have been informed when medication has been administered, by 25 February 2020

ensure information about the child is accurately recorded, specifically the name and address of every parent, details of parental responsibility, and collection arrangements, by 25 February 2020

implement an effective risk assessment, in particular robust procedures to protect children from vulnerable situations, by 25 February 2020

make sure arrangements to support children with special educational needs and/or disabilities are effective, including the utilisation of funding, by 25 February 2020

On 26 February 2020 we conducted an announced visit to the nursery. We found at the actions had not been met. We have served a further welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions needed by 18 March 2020:

implement effective vetting and recruitment procedures to ensure that management and staff are suitable for their roles and responsibilities

make sure staff designated to take the lead for safeguarding are competent and able to fulfil their role

ensure leaders and staff have a secure understanding of safeguarding and the procedures to follow, including child protection and allegations against staff

take action to make sure leaders and staff swiftly act and respond to child protection concerns, liaise with the relevant children's services agencies and keep accurate records

provide management and staff with effective supervision, support and training to help build their knowledge, understand their responsibilities and aid their continuous professional development

improve the key-person system so that leaders and staff build effective relationships with parents and understand their children's individual needs

make sure accident and incident procedures are effective, specifically to ensure written

records provide sufficient detail to help identify and manage any concerns to keep children safe

improve the procedures for administering medication to ensure they are robust and include written consent from parents/carers and confirmation they have been informed when medication has been administered

ensure information about the child is accurately recorded, specifically the name and address of every parent, details of parental responsibility, and collection arrangements

implement an effective risk assessment, in particular robust procedures to protect children from vulnerable situations

make sure arrangements to support children with special educational needs and/or disabilities are effective, including the utilisation of funding.

On 19 March 2020 we received a written response from the provider relating to the action they had taken to meet the welfare requirements notice. We found that the provider had met the requirement to have a named deputy in place. However, all other actions had not been met. The provider will be able to give parents further information about this.

We took steps to cancel the provider's registration. The provider did not submit an objection to us or an appeal to an independent external tribunal, The Health, Education and Social Care First-tier Tribunal. The provider's registration is therefore cancelled.

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](#).