

Complaint about childcare provision

Ref: EY472793/4409954

Date: 27 May 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 19 December 2019, 05 February 2020 and 24 February 2020 we received concerns that this provider was not meeting some of these requirements.

On 9 March 2020 we visited the provider, along with other agencies. We found that the provider has failed to notify Ofsted of an allegation made against an adult working with children. We also found the provider has failed to notify Ofsted of a change in the manager, as required. We have served a notice to improve that asks 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 31 March 2020:

ensure all staff, including the designated safeguarding lead, understand the safeguarding policy and procedures, with particular regard to what to do if an allegation is made against a member of staff

ensure the setting's safeguarding policy is in line with the guidance and procedures of the relevant Local Safeguarding Children Board (LSCB) and includes a correct explanation of the action to be taken in the event of an allegation being made against a member of staff

improve the recruitment system to ensure all requirements of safer recruitment procedures

are followed, to keep children safe from unsuitable people

ensure any adult whose suitability has not been verified is not left unsupervised to care for children and/or allowed to provide personal care to children

make better use of the key person system so that children are cared for by staff who know their individual care and learning needs well

ensure the provider has effective systems in place to demonstrate that ratio requirements are met at all times

comply with requirements of health and safety legislation, in particular hygiene requirements

make sure that a daily record of the names of the children being cared for on the premises and their hours of attendance are recorded promptly and accurately to ensure their safety

improve knowledge and understanding of notifiable events or changes that must be notified to Ofsted.

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](#).