

Complaint about childcare provision

Ref: 2543031/4460760

Date: 6 March 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. We publish details of any actions we take, or the childminder or childcare provider takes to bring about compliance with legal requirements.

We publish details on our website for a period of five years commencing on the date we complete our investigation.

For further information about this, please view the Early years compliance handbook which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted

On 24 February 2020 we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit to the setting on the 4 March 2020. We found that the provider does keep risk assessment records, however the provider has not included specific issues, such as the wall mounted nappy changing table. The provider has a recruitment process in place for new staff. However, the process is not robust enough or consistently implemented to make sure that all vetting procedures are completed in a timely manner and recorded. We have served a notice to improve. This 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. The provider is still registered with Ofsted.'

Actions needed

strengthen the record of risk assessments so that it includes specific issues, such as the nappy changing table by 11 March 2020

review your recruitment procedures to ensure that processes for vetting all adults who work with children are robustly and consistently implemented and evidence of vetting information

is kept by 11 March 2020

The provider responded to the notice to improve within the timescales. She has completed a risk assessment for the wall mounted nappy changing table to minimise possible risks for children and staff. The provider has implemented new paperwork to support her in recruiting new staff, to make sure that this is done consistently and robustly. 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](#).