

## **Complaint about childcare provision**

Ref: 208157/4469721

Date: 23 June 2020

### **Summary of outcome**

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage [www.gov.uk/government/publications/early-years-foundation-stage-framework--2](http://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 that they put matters right. On the 4 March 2020 we received concerns that the provider of Abacus Nursery & Out of School Club Dawley was not meeting some of these requirements. On the 11 March 2020 we received further concerns. On 18 June 2020 we undertook an unannounced visit to the setting and found that not all of the 'Statutory framework for the early years foundation stage' requirements were being met. 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. The provider is still registered with Ofsted.

Actions needed;

follow safer recruitment procedures and improve vetting processes to thoroughly check staff's suitability to fulfil the requirements of their role by 10 July 2020,

provide all staff with a thorough induction so that they are up to date with current guidance and legislation and have a clear understanding of all aspects of their role by 10 July 2020,

improve the arrangements for the supervision of managers and staff so that they continually develop their knowledge and skills to enhance practice and promote the best interests of all children by 10 July 2020,

ensure that all staff complete up-to-date safeguarding training, including Prevent duty, so that they fully understand all policies and procedures and are alert to wider safeguarding concerns by 10 July 2020,

ensure that staff working with babies are suitably experienced and receive appropriate training that specifically addresses the care of babies by 10 July 2020.

We will continue to monitor the providers compliance.

### **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](#).