

## **Complaint about childcare provision**

Ref: EY281377/4540688

Date: 19 August 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](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 they put matters right.

On 12 August 2020 we conducted an announced regulatory visit to follow up on concerns that were received with regards to the suitability of staff working at the setting. We visited the provider and found they were not meeting all of the requirements. We have served a welfare requirements notice. This is a notice of action to improve that requires the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this. The provider remains registered with Ofsted.

Actions needed:

implement robust procedures to identify, monitor and provide follow up action as required, to ensure staff are suitable and remain suitable to fulfil their roles, by 28 August 2020

ensure referrals to outside agencies and professionals in regard to staff suitability are made without delay, in line with the Safeguarding Vulnerable Groups Act 2006, by 28 August 2020

improve knowledge of when to notify Ofsted of significant events, with particular regard to staff suitability, by 28 August 2020

implement further training opportunities and support to ensure managers can accurately identify levels of risk, in relation to staff's health and well-being, including when staff are taking medication, by 28 August 2020

ensure that staff supervision is effective, provides support and coaching for staff and enables discussions about sensitive issues with particular regard to staff's health and well-being to ensure they remain suitable to work with children, by 28 August 2020

ensure any records that are kept are accurately completed and relevant information is shared appropriately with staff or parents, particularly in regard to accidents or investigations when incidents occur, by 28 August 2020.

We will monitor the provider's compliance with the actions required.

On 1 September 2020, we undertook an unannounced visit. We found that the provider had taken appropriate action to address the weaknesses previously identified. 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](#).