

Complaint about childcare provision

Ref: EY444562/4409873

Date: 30 April 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 20 December 2019, we received information that suggested that the provider did not meet the legal requirements for safeguarding practice, managing behaviour and training, support and skills. On 7 January 2020 we carried out a compliance visit. We 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.

Action needed;

ensure staff fully understand the nursery's safeguarding policy and procedures, including how to identify and report concerns, reporting allegations against colleagues, and have an understanding of the prevent guidance by 7 February 2020;

ensure that the designated safeguarding lead is capable of fulfilling the role so that they are able to give effective support, advice and guidance to other staff and can respond appropriately to signs of possible abuse and neglect by 7 February 2020;

improve the induction and supervision of all staff to improve their skills and knowledge in order to help them fulfil their roles and responsibilities to keep children safe, meet their needs effectively and raise the quality of teaching so children make the best possible progress by 7 February 2020;

implement rigorous risk assessments to ensure that equipment is fit for purpose, and any potential hazards are identified, minimised or removed, to maintain children's safety at all times by 7 February 2020;

ensure children receive adequate supervision, and staff are deployed effectively to meet children's care and learning needs fully by 7 February 2020;

improve the arrangements for key person system in order to meet children's individual needs fully by 7 February 2020;

make sure a named deputy is present in the absence of the manager by 7 February 2020;

ensure medication is stored appropriately and written consent is obtained from parents/carers prior to administering any medication by 7 February 2020;

ensure there is a first aid box always accessible with appropriate use for children by 7 February 2020.

We carried out a further monitoring visit on 10 February 2020 where we found that the provider had not taken sufficient action and breaches in the Statutory framework for the early years foundation stage' requirements remain. 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. The provider will be able to give parents further information about this.

ensure staff are confident and fully understand the nursery's safeguarding policy and procedures, how to identify and report concerns, including a secure understanding of the prevent guidance by 28 February 2020;

improve induction, supervision and monitoring of staff practises to improve their knowledge and skills and help them fulfil their roles and responsibilities to keep children safe, meet their needs effectively and raise the quality of teaching so children make the best possible progress by 28 February 2020;

implement rigorous risk assessments to ensure that any potential hazards are identified, minimised or removed, to maintain children's safety at all times by 28 February 2020.

Following on from this we will complete a full inspection. The provider remains registered with Ofsted.

We visited the setting on 8 October 2020 to monitor the Welfare Requirements Notice and actions that were set following the inspection on 2 March 2020. We found that there has been a change to the management structure and significant improvements have been made. All actions have been met. 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 on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).