

Complaint about childcare provision

Ref: EY499596/5165885

Date: 29 June 2022

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 24 May 2022, we received concerns that the provider was not meeting some of these requirements.

On 23 June 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We also found that the provider had not notified Ofsted about the appointment of a new manager. The provider had not notified Ofsted about a previous allegation against a member of staff within the required 14 day timescale. These are offences.

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.

Actions needed by 8 July 2022:

- ensure staff deployment is effective and that children are consistently supervised to keep them safe
- improve knowledge and understanding of safe recruitment procedures and ensure that robust vetting procedures are implemented to check the suitability of staff
- record information about the identity and vetting processes that have been completed for each member of staff, including the criminal records check reference number, the date a check was obtained and details of who obtained it
- ensure all staff receive induction training to help them understand their roles and responsibilities
- ensure all staff have a robust knowledge and understanding of safeguarding and know the correct procedures to follow in the event of concerns about children or allegations against staff

- implement effective risk assessment procedures and take all reasonable steps to minimise or remove risks in the nursery to keep children safe.

We will monitor the provider's response to ensure the actions are successfully completed.

On 12 July 2022, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised after the previous visit.

We found that the provider had improved staff deployment and that children were consistently supervised to keep them safe. The provider had improved knowledge and understanding of safe recruitment procedures. Robust vetting procedures are now implemented to check the suitability of staff and relevant vetting, identity and criminal records check numbers are recorded. New staff receive sound induction training to help them understand their roles and responsibilities. All staff have refreshed safeguarding training and demonstrate a suitable understanding of the correct procedures to follow in the event of concerns about children or allegations against staff. Risk assessment is effective and any risks to children's safety have been minimised or removed.

We are satisfied the provider has met the safeguarding and welfare actions raised. 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 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](#).