

Complaint about childcare provision

Ref: EY478118/5191170

Date: 21 July 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 13 June 2022, the provider notified us of a safeguarding matter. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises.

On 21 and 22 June 2022, we also received concerns that the provider was not meeting some of these requirements.

On 8 July 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirement notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. We also found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. The provider will be able to give parents further information about this.

Actions needed by 25 July 2022:

- ensure all staff with designated safeguarding lead responsibility, understand the safeguarding policies and procedures, are able to identify allegations and follow the required procedures if or when an allegation is raised;

- ensure all staff develop a secure understanding of signs that may indicate a child might be at risk of harm, in particular any signs that a girl may be at risk of female genital mutilation;

- make sure that leaders have effective oversight to ensure all staff have clear knowledge and understanding of their roles and responsibilities and follow nursery's policies and procedures, particularly with regard to carrying babies in the safest way and identifying and removing potential hazards;

- ensure that staff to child ratios are met at all times, and staff are deployed effectively to meet the individual needs of all children;

- ensure all staff consistently manage children's behaviour, in a manner which supports their understanding of age related expectations, boundaries and consequences;

- improve knowledge and understanding of notifiable events, including when other agencies must be notified.

On 10 August 2022, we monitored compliance with the actions raised. We were satisfied that the provider has met the safeguarding and welfare actions raised. All staff have updated their knowledge and understanding of various aspects of the safeguarding policies and procedures. The provider has implemented an improved monitoring system to ensure all staff have clear knowledge and understanding of their roles and responsibilities and follow the nursery's policies and procedures. The required staff to child ratios are now met at all times, and staff are deployed effectively to meet the individual needs of all children. Staff received training to ensure they consistently manage children's behaviour. The provider has also improved their knowledge and understanding of when to make a notification to other agencies. 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](#).