

Complaint about childcare provision

Ref: 144656/5226721

Date: 2 September 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 4 and 15 August 2022, we received concerns that the provider was not meeting some of these requirements. On 30 August 2022, the provider notified us of a complaint. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage.

On 1 September 2022, we carried out a regulatory visit. We found that the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 26 September 2022:

- ensure that the designated safeguarding leads improve their safeguarding knowledge, particularly with regard to how to identify when an allegation is made against anyone working with children and follow the correct safeguarding policies and procedures in line with the guidance of the relevant local safeguarding partners (LSP).
- improve the recruitment procedures to ensure it includes thorough vetting processes for all staff
- improve induction and supervision system to ensure that all staff, including the manager, have clear knowledge and understanding of their roles and responsibilities and follow nursery's policies and procedures to meet children needs and keep them safe
- ensure at least half of all staff hold at least an approved level 2 qualification at all times to provide quality childcare

- ensure all accidents or injuries and first aid treatment are always recorded and shared with parents in a timely manner
- ensure the management team follows the complaints policies and procedures and keeps accurate written records of all complaints and their outcomes
- improve knowledge and understanding of what must be notified to Ofsted, in particular significant events and changes to the manager.

On 5 October 2022 we reviewed the provider's response and conducted a regulatory call. We found the provider had met some safeguarding and welfare actions but not others.

The provider improved their recruitment and induction procedures. The provider is now familiar with the qualification requirements. They have improved the recording system to ensure that all accidents or injuries, first aid treatment and complaints are recorded and shared with parents. The provider has also improved their knowledge and understanding of what must be notified to Ofsted.

During the regulatory telephone call on 5 October 2022, we found the provider had not taken sufficient action in relation to ensuring that the lead person with safeguarding responsibilities had good knowledge and understanding of the safeguarding procedures. In relation to the failure to meet these requirements 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 by 29 October 2022:

- ensure the designated safeguarding lead understands the safeguarding policies and procedures, particularly with regard to the required procedures that must be followed when an allegation is raised against anyone working with children
- ensure the designated safeguarding lead has 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.

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

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](#).