

Complaint about childcare provision

Ref: 2594709/5442465

Date: 31 May 2023

Summary of outcome

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how regulated early years and childcare providers in England have delivered child-centred practice and care within the context of the restrictions placed on society during the COVID-19 (coronavirus) pandemic.

All early years providers must meet the legal requirements in the 'Statutory framework for the early years foundation stage', which you can find at [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we take action to ensure they put matters right.

On 16 May 2023, we received concerns that the provider was not meeting some of these requirements.

On 26 May 2023, we carried out a regulatory visit. We found the provider was not meeting some of the 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.

Actions needed by 22 June 2023

ensure all staff improve knowledge of who to refer safeguarding concerns to agencies with statutory responsibilities in a timely manner in line with local procedures

implement a clear and coherent whistleblowing policy for staff to be able to understand and follow

ensure appropriate arrangements are in place to monitor and prevent accessibility to personal mobile phones while on staff are on duty

ensure staff responsible to take the lead for safeguarding (Designated Safeguarding Lead) follow the safeguarding policy so all allegations against individuals that have access to children is reported and acted upon swiftly to the Local authority designated officer and Ofsted

implement effective and robust safe recruitment procedures to assess staff's suitability and ensure all adults looking after children are suitable to fulfil the requirements of their role

ensure only individual's that have had their suitability assured have access to children and their families

ensure all DBS and vetting checks conducted on individuals that have access to children are recorded

implement processes to ensure managers have full oversight of knowing what staff are taking medication in order to risk assess and make workplace adaptations that are monitored regularly

ensure staff medication and instructions linked to the medication is stored appropriately

ensure all staff, including managers receive training, coaching and support to have a clear understanding of their role and responsibilities

review supervision arrangements to ensure concerns raised during staff discussions are acted upon to safeguard children and improve staff's personal effectiveness

put appropriate steps in place to ensure staffing arrangements meets the needs of children

ensure the Special educational Needs Co-ordinator (SENCO) implements precise setting support plans for children with special education needs and /or disabilities that accurately identify actions to help them reach their full potential

take steps to maintain information and records that can be shared with other professionals to ensure the effective and safe management of the setting

implement effective arrangements to notify Ofsted of events and changes to individuals that are involved with the registration in a timely way so suitability can be assured.

On the 23 June 2023, we found the provider had met some of the safeguarding and welfare actions but not others. Additionally, we found new areas of concern. We have therefore served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

ensure all staff have a secure knowledge of child protection issues and know who to refer safeguarding concerns to, in line with local procedures

ensure that there are secure arrangements to act on allegations against individuals that have access to children and notify, in full, the outcomes of any investigations to the Local

authority designated officer (LADO)

implement effective and robust recruitment procedures to assess staff's suitability and ensure all adults looking after children are suitable to fulfil the requirements of their role

ensure only individuals that have their suitability assured have access to children and their families

maintain all required records of Disclosure and Barring Service (DBS) and vetting checks conducted on individuals that have access to children

ensure all staff, including managers, receive training, coaching and support to have a clear understanding of their roles and responsibilities

implement effective supervision arrangements that accurately identify gaps in staff's learning, in order to provide the necessary tailored coaching, training and support

review the key-person arrangements to ensure children receive tailored care to meet their learning and development needs

put appropriate steps in place to ensure staffing arrangements meets the needs of children

ensure risk assessments inform any required workplace adaptations with particular regard to circumstances where staff declare a health condition, including the taking of medication

ensure that required information and records are appropriately maintained to enable the

safe and efficient running of the nursery, and that these are available to share with relevant professionals when necessary

We will monitor the provider's response to ensure the actions are successfully completed. The provider will be able to give parents further information about this.

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](#).