

Complaint about childcare provision

Ref: EY457601/5514733

Date: 29 August 2023

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 18 August 2023, the provider notified us of a significant event that occurred in the nursery. 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 a significant event. We also received further concerns that the provider was not meeting some of these requirements on 18 August 2023 and 22 August 2023.

On 24 August 2023, we carried out an unannounced regulatory visit. We found that the provider was not meeting some of the requirements. We served a welfare requirements notice. This is a legal notice that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Action needed by 19 September 2023:

- ensure all staff understand the setting's safeguarding policy to enable them to implement this swiftly when concerns about children's safety are highlighted
- obtain an enhanced Disclosure and Barring Service (DBS) check in respect of every person aged 16 and over who works directly with children
- ensure that there is a qualified manager in place who has sufficient knowledge, skills and capabilities to carry out their role and responsibilities effectively
- ensure staff are only included in ratios if they are suitable
- ensure that the required staff-to-child ratios, including qualified staff, are met at all times and that staff are deployed effectively to meet children's needs.

On 20 September 2023, we carried out an unannounced regulatory visit to check whether the provider had met the safeguarding and welfare actions raised at the last visit. We found the provider had ensured that there is a qualified manager in place. Monitoring procedures have been improved to allow leaders to oversee practice more rigorously. These procedures allow staff to demonstrate to the provider that they have a secure knowledge and

understanding of all procedures, including child protection.

Leaders have improved the systems to monitor staff deployment and staff-to-child ratios more effectively. The provider has supported staff to improve their knowledge and understanding of child protection policies and procedures. The provider has implemented training for all staff so that they are able to identify and respond to any concerns regarding children's safety. The provider has improved the systems to ensure that staff members will not work directly with children unless an enhanced Disclosure and Barring Service (DBS) check has been gained.

We are satisfied with the action taken by the provider. 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](#).