

Complaint about childcare provision

Ref: 2635566/5601374

Date: 15 December 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 27 November 2023, we received concerns that the provider was not meeting some of these requirements.

On 06 December 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.

The provider will be able to give parents further information about this.

Actions needed by 15 January 2024

- ensure that robust procedures are in place and followed by all staff, including the designated safeguarding lead, to respond appropriately to allegations against staff
- ensure that allegations against staff, are referred in a timely manner, in line with the procedures of the local safeguarding partnership
- implement effective vetting processes to ensure the suitability of all staff who have

contact with children and their families, including those who have lived and/or worked overseas

- ensure newly appointed staff receive a robust induction so that they have clear understanding of their roles and responsibilities
- ensure the manager holds an approved level 3 qualification or above as defined by the department for education (DfE)
- ensure that the premises, specifically the outdoor space is fit for purpose and suitable for all ages of children
- ensure that the younger children have access to outdoor provision on a daily basis
- ensure that action is taken to eliminate or minimise risks presented and reported by staff, particularly in the outdoor environment to ensure the safety of children and staff.

On 15 February 2024, we carried out a monitoring visit to check the providers compliance with the welfare requirement notice. We found the provider had ensured that all staff, including the designated safeguarding lead, understand the procedures to follow should they have concerns about staff. In addition, all staff understand the timescale for reporting these concerns in line with the local safeguarding partnership procedures. The provider has improved their vetting procedures to include additional checks for any staff who have lived and/or worked overseas. New staff have received an induction that ensures they know about their role and responsibilities. The provider has ensured the manager holds an appropriate qualification for the role. Staff understand how to identify and minimise risks within the nursery environment. At the time of the visit, the outdoor play space was observed to be fit for purpose. All children have access to the outdoor provision on a daily basis.

We are satisfied the provider has met the safeguarding 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](#).