

Complaint about childcare provision

Ref: EY298936/5725971

Date: 31 May 2024

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 7 May 2024, we received concerns that the provider was not meeting some of these requirements.

On 8 May 2024, the provider notified us of a significant event. 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 any person who is in regular contact with children on the premises where childcare is provided.

On 14 May 2024, 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. The provider is still registered with Ofsted.

Actions needed by 28 May 2024:

ensure rigorous recruitment and vetting procedures are in place, to ensure the suitability of all individuals working at the setting

ensure staff are aware of their responsibility to disclose any convictions, cautions, court orders, reprimands and warnings that may affect their suitability to work with children

record information about staff qualifications and the identity checks and vetting processes that have been completed

ensure all staff, including those with lead responsibility for liaison with Local Safeguarding Partners (LSP) understand the action to take in the event of an allegation against an adult or child and understand the role of the Local Authority Designated Officer (LADO)

ensure safeguarding policies and procedures meet the requirements of the Early years foundation stage statutory framework (EYFS) and are in line with the guidance and

procedures of the relevant LSP

ensure you and the manager, who is the Designated Safeguarding Lead (DSL) attends a child protection training course that enables you both to identify, understand and respond appropriately to all safeguarding concerns

ensure the manager has induction training to undertake her role and responsibilities successfully

ensure all staff understand and know how to manage children's behaviour in an appropriate way.

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

On 29 May 2024, the provider responded to some of the actions set. We found that those with lead responsibility for liaison with Local Safeguarding Partners (LSP) now fully understand the action to take in the event of an allegation against an adult or child. Also, the role of the Local Authority Designated Officer (LADO). The provider has taken action to improve some vetting and suitability procedures, such as to ensure that staff are aware of their responsibility to disclose any convictions, cautions, etc. that may affect their suitability to work with children. Safeguarding policies and procedures are now in line with the guidance and procedures of the relevant LSP.

However, we found that the provider had not met some of the actions. We have therefore served another 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 14 June 2024:

ensure rigorous recruitment and vetting procedures are in place, to ensure the suitability of individuals working in the setting

record information about staff qualifications and the identity checks and vetting processes that have been completed

ensure all staff understand and know how to manage children's behaviour in an appropriate way

ensure staff stepping up to management positions have induction training so that they can undertake their role successfully.

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

On 17 June 2024, the provider responded to the actions set. We found that the provider has improved their recruitment procedures to ensure the suitability of all staff working at the setting. The provider and staff have undertaken appropriate training to support their knowledge further of how to manage children's behaviour in an appropriate way. Staff stepping up to management positions now have thorough induction training so that they can undertake their role successfully.

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