

Complaint about childcare provision

EY496360/C347296

Date: 21/06/2018

Summary of complaint

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 15 May 2018, we carried out an inspection which judged that the overall effectiveness of the setting was 'inadequate' and did not meet the needs of the children who attend. Following our inspection, we served a welfare requirements notice on the provider that required them to take action to:

- use information gathered from vetting and recruitment processes to ensure staff are suitable to fulfil the requirement of their roles
- ensure all staff develop their understanding of wider safeguarding issues, including The Prevent duty
- ensure all staff understand the Local Safeguarding Children's Board reporting procedures and how these work in conjunction with Bright Horizons safeguarding procedures
- ensure all staff understand the need to report inappropriate behaviour displayed by other members of staff, or any other person working with the children
- implement key person arrangements that are effective so that every child's care is tailored to meet their individual needs and that trusting relationships are built with children and families

- ensure that all staff, including leaders and managers receive effective guidance, support and training to fulfil the requirements of their roles and to meet their professional responsibilities
- implement effective staff monitoring systems to ensure there is targeted intervention to tackle poor performance and practice issues
- improve deployment of staff to ensure all children's safety and emotional well-being is central to the care offered
- keep an accurate record of the names of the children being cared for and their hours of attendance, so that staff know which children they are responsible for and in order to keep children safe.

On 19 June 2018, we made an unannounced visit to the setting to monitor compliance with the welfare requirements notice. We held discussions with the provider and staff, observed practice and viewed documentation. We found that the provider had taken appropriate action to meet the requirements.

We will re-inspect the setting within six months from the date of the last inspection. The provider remains 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 for five years commencing on the date we complete our investigation.

For further information on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted