

Complaint about childcare provision

EY333671/C260587

Date: 15/12/2015

Summary of complaint

On 18 September 2015, the provider notified us of an incident relating to one of her nurseries that is now closed. The information raised concerns about the provider's understanding of the requirements of the Early Years Foundation Stage.

On 4 November 2015, we carried out an unannounced visit to the nursery. We found the provider had been unaware of the need to inform Ofsted of certain matters within a specific timeframe. As a result, we issued a warning letter. We found that the provider lacked understanding of child protection and that recruitment, vetting and induction was not robust. We found that supervision and appraisal was not good enough to ensure staff received the training and support they need. We also found that some required documentation was not available. Therefore, we set actions asking the provider to:

ensure the lead practitioner for safeguarding has the ability to identify, understand and respond appropriately to signs of possible abuse and neglect

ensure that all staff receive induction training to help them understand their roles and responsibilities, and that all staff have an up-to-date knowledge of safeguarding issues

ensure staff supervision provides support, coaching and training for the practitioner and promotes the interests of children

ensure records required for the safe and efficient management of the setting are easily accessible and available

record information about staff qualifications and the identity checks and

vetting processes that have been completed, including the criminal records disclosure reference number, the date a disclosure was obtained and details of who obtained it.

We are satisfied with the provider's response to the actions set. 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 about the complaints process please view the [*Concerns and complaints about childminders and childcare providers*](#) leaflet (Reference no. 080120)