

## **Complaint about childcare provision**

Ref: EY386813/4111517

Date: 27 June 2019

### **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](http://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 19 December 2018 we received concerns that this provider was not meeting some of these requirements. We have issued notices to improve and 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 was still registered with Ofsted.

Action to be taken by 7 February 2019

ensure that an up-to-date safeguarding policy is implemented in line with safeguarding legislation and local authority guidance

ensure that procedures to be followed in the event of an allegation against a member of staff are in line with relevant legislation and guidance, and are understood by all leaders and staff

train all staff to understand your safeguarding policy and procedures and ensure that all staff have up to date knowledge of safeguarding issues and legislation including 'Prevent' duty guidance. Training made available must enable staff to identify signs of possible abuse and neglect at the earliest opportunity, and to respond in a timely and appropriate way

ensure that staff receive induction training to help them understand their roles and responsibilities. Induction training must include information about emergency evacuation procedures, safeguarding, child protection, and health and safety issues

implement effective and regular staff supervision arrangements providing support, coaching and training to foster a culture of continuous professional development and improvement.

Welfare Requirement Notice to be complied with by 10 April 2019

notify all agencies with statutory responsibilities without delay, including the local children's social care services, where there are concerns about children's safety or welfare.

We conducted unannounced visits to the provider on 17 January 2019, 25 March 2019, 3 April 2019 and 11 April 2019 and are satisfied with the action taken. The provider has

updated the setting's policies and procedures, provided safeguarding training to the staff team and implemented more effective induction and supervision arrangements. Additionally, the provider is now aware of who she needs to notify when concerns are raised about children's safety or welfare. 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 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](#).