

## **Complaint about childcare provision**

Ref: 156066/4191762

Date: 6 August 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 27 March 2019 we received concerns that this provider was not meeting some of these 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:

gain a secure understanding of changes to be notified to Ofsted, in particular any significant event that is likely to affect the suitability of the early years provider and allegations against staff, by 21 May 2019

ensure leaders and staff have a secure understanding of safeguarding, specifically to make sure they act and respond to any allegations against staff, 21 May 2019

provide staff with effective supervision and support to aid private conversations of sensitive issues and support continuous development, by 21 May 2019

implement an effective risk assessment, paying particular attention to the outside space to ensure that it is safe at all times, by 21 May 2019

deploy staff effectively to ensure children's safety and learning needs are continually met, by 21 May 2019

On 22 May 2019 we conducted an unannounced visit to the provider. We found that they had taken the appropriate action and met the welfare requirements notice set.

On 21 June 2019 we received a notification from the provider. Therefore, they had met their responsibility to notify Ofsted of a safeguarding concern. On 1 July 2019 we conducted an unannounced visit to the provider 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.

Actions needed:

implement an effective safeguarding policy, in particular the processes to follow for any allegations against staff, by 29 July 2019

take prompt action to ensure that staff apply appropriate behaviour management procedures that are reflective of the kindergarten's policy, by 29 July 2019

provide management and staff with effective supervision and training to help promote a culture of reciprocal support, continuous development, and aids private conversations of sensitive issues, by 29 July 2019

On 1 August 2019 we conducted an unannounced visit to the provider and found that they had met some of the actions needed. However, we have served a further 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:

provide management and staff with effective supervision and training to help promote a culture of reciprocal support, continuous development, and aids private conversations of sensitive issues, by 21 August 2019

On 3 September 2019 we conducted an unannounced visit to the provider and found that they had taken the appropriate action to meet the welfare requirements notice.

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](#).