

Complaint about childcare provision

Ref: EY405551/4320894

Date: 9 September 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On the 30 August 2019, we received concerns that the provider was not meeting some of these requirements. On the 5 September 2019 we conducted an unannounced visit 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.

Actions needed

implement an effective policy and procedures to safeguard children, that are in line with the guidance and procedures of the Local Safeguarding Children Board (LSCB), by 2 October 2019

improve safeguarding practices to ensure that in the event of an allegation being made against a member of staff, agencies with statutory responsibilities are notified without delay, and in line with the Local Safeguarding Children Board procedures (LSCB), by 2 October 2019

take action to ensure all staff understand the setting safeguarding policy and procedures, and have up to date knowledge of safeguarding issues, including how to respond to any inappropriate behaviour displayed by other staff members, or any other person working with the children in an appropriate and timely manner, by 2 October 2019

ensure that people looking after children are suitable to fulfil the requirements of their role, with particular regard to behaviour management, by 2 October 2019

make sure all staff have an effective induction to help them have a clear understanding of their roles and responsibilities, by 2 October 2019

ensure all managers and staff have effective support and coaching, to promote the interests of children, and ensure they have a clear understanding of their roles and responsibilities, by 2 October 2019

improve staff knowledge and understanding of how to manage children's behaviour in an appropriate way, that is specific to children's individual needs and ensure a record of any occasion where physical intervention is maintained, and parents are informed on the same day, or as soon as reasonably practical, by 2 October 2019

ensure that all steps are taken so that children are not exposed to any type of behaviour which could significantly impact on their outcomes, well-being and personal development, by 2 October 2019

ensure all reasonable steps are taken to identify, remove or minimise risks to children's safety, by 2 October 2019

improve knowledge and understanding of any significant events that must be notified to Ofsted, by 2 October 2019

The provider will be able to give parents further information about this. The provider is still

registered with Ofsted.

We conducted a monitoring visit on 22 October 2019 and found that the provider had taken action to meet the requirements.

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](#).