

Complaint about childcare provision

Ref: EY562919/4356876

Date: 6 February 2020

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 24 September, 14 October and 18 November 2019 we received concerns that this provider was not meeting some of these requirements.

We interviewed the provider about these concerns on 20 November 2020. Following the interview we conducted an unannounced inspection of the setting. The outcome of the inspection was 'inadequate with enforcement'. Following the inspection we served a Welfare Requirements Notice (WRN). 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. We will monitor the action taken by the provider and a re-inspection will be undertaken within six months.

Actions to be completed by 16 January 2020:

- train all staff, including the manager/ designated safeguarding officer, to understand the safeguarding policy and procedures, and ensure that all staff have up to date knowledge of safeguarding issues. Training must enable staff to identify signs of possible abuse and neglect at the earliest opportunity, and to respond in a timely and appropriate way
- comply with responsibilities under the Safeguarding Vulnerable Groups Act 2006, which includes a duty to make a referral to the Disclosure and Barring Service when a member of staff is dismissed
- ensure that minimum staff-child ratios are maintained at all times. Also, that staff are deployed effectively to supervise children at all times and ensure their safety. Give particular consideration to when pre-school children visit the bathroom
- implement effective and robust arrangements to support children with special educational needs or disabilities, ensuring that their individual learning needs are consistently met through targeted interventions
- improve the procedure for reviewing the progress of children aged between two and three years to identify a child's strengths, and any areas where the child's progress is less than expected. Implement an effective procedure for sharing this information with parents

- improve the leadership and management of the provision and the arrangements for the supervision of staff, including the manager. Effective supervision should provide support, coaching and training for the practitioner and promotes the interests of children. Supervision should foster a culture of mutual support, teamwork and continuous improvement, which encourages the confidential discussion of sensitive issues.

We visited the setting on 17 January 2020 to monitor compliance with the welfare requirements notice. The provider described how she had provided safeguarding training for all staff. She provided evidence of appropriate DBS referrals. She described processes she had implemented to ensure minimum legal ratios are maintained at all times. She told us how she had reviewed the arrangements for supporting children with special educational needs and/or disabilities. She described how she had revised the procedure for reviewing children's progress between the age of two and three years old. She told us how she had revised the arrangements for staff supervision.

We were satisfied that some of the actions were effectively met, but as two of the actions linked to child protection and staff qualifications, training support and skills were deemed not to be met, the welfare requirements notice was not complied with. Following this visit we served the provider with 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 to be completed by 19 February 2020:

- train all staff, including the manager/designated safeguarding lead, to understand the safeguarding policy and procedures. In this case, specifically ensuring the manager can take decisive action in the event that an allegation is made against a member of staff
- obtain an enhanced criminal records check in respect of every person aged 16 and over who works directly with children. In this case making sure that DBS checks are relevant for this registration
- improve the processes for effective supervision arrangements so that staff receive appropriate support, coaching and training which promotes the interests of children. Supervision should promote continuous improvement in all aspects of the EYFS.

We conducted an unannounced visit to the setting to monitor compliance with the most recent WRN on 20 February 2020. The provider demonstrated what actions she would take to effectively manage an allegation made against a member of staff. She provided evidence of DBS checks or applications for DBS checks for all staff. The provider told us that she had allowed a member of staff without all appropriate vetting checks in place to have unsupervised contact with children. However, she explained what immediate action she

would take to ensure this member of staff was supervised at all times until the appropriate checks were complete. We were satisfied that this was appropriate. The provider told us how she had revised supervision practice to ensure that the ongoing improvement of the quality of practice was considered.

We will monitor the impact of the actions the provider has taken when we conduct the re-inspection of the setting.

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](#).