

## **Complaint about childcare provision**

Ref: EY278278/4449695

Date: 19 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](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 7 February 2020 Ofsted received concerns that this provider was not meeting some of these requirements. On 18 February 2020 we visited the provider to discuss the concerns and have issued 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 is still registered with Ofsted.

3.4

ensure staff are alert to any issues of concern in a child's life at home or elsewhere. Train staff to identify possible signs of neglect and abuse, including being able to link changes and/or patterns of behaviour - by 6 March 2020

3.6

ensure that swift action is taken where concerns are raised about staff's inappropriate behaviour, including notifying relevant agencies with statutory responsibilities, in a timely manner - by 6 March 2020

3.52

implement appropriate procedures for managing children's behaviour; ensure that staff know how to manage children's behaviour in a way that is appropriate for their age and stage of development - by 6 March 2020

3.53

ensure staff do not use inappropriate or threatening language, which could adversely affect a child's well-being - by 6 March 2020

3.10

ensure that appropriate Disclosure and Barring Service (DBS) checks have been completed for all staff working on the premises where childcare is provided - by 6 March 2020

3.11

do not allow people whose suitability has not been checked, including through the DBS, to have unsupervised contact with children being cared for - by 6 March 2020

3.67

implement effective strategies to support children with Special Education Needs and/or disabilities (SEND), so that their well-being is effectively supported, and they make progress in their learning - by 6 March 2020

In addition to the welfare requirements notice we also issued a notice to improve. This is a notice that requires the provider to take the following action below within the timescales set out

1.6

consider the individual needs, interests, and stage of development of each child in your care; use this information to plan a challenging and enjoyable experience for each child in all of the areas of learning and development during all times of opening - by 6 March 2020.

We visited the setting on 13 March 2020 and found they had taken some action to meet the notices issued. For example, staff understanding of child protection matters had improved and DBS checks had been completed for all persons working with children on the premises. However, they had not taken sufficient action to meet the following:

3.67

implement effective strategies to support children with Special Education Needs and/or disabilities (SEND), so that their well-being is effectively supported, and they make progress in their learning - by 6 March 2020

We spoke to the setting in June 2020 and found that they had taken action to meet the needs of children with SEND and improved their support for these children. They have met the notices served and remain 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](#).