

Complaint about childcare provision

Ref: EY550348/4537646

Date: 11 August 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 14 July 2020 we received concerns that this provider was not meeting some of these requirements. We discussed these concerns with the provider and found that they had failed to notify Ofsted of a significant event. 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.

Actions needed by 31 August 2020:

- ensure that staff can recognise and understand how to act on any issues of child protection concern in a child's life at home or elsewhere
- ensure that staff understand the safeguarding policy and procedures and that all concerns are responded to in a timely and appropriate way
- ensure that the procedures for managing an allegation against a member of staff are in line with the guidance and procedures of the relevant Local Safeguarding Children Partnership and that all staff understand these
- ensure that there is an appropriate procedure for dealing with concerns and complaints from parents or carers
- ensure that all complaints are investigated appropriately and that the complainant is notified of the outcome of the investigation
- maintain appropriate records to ensure the safe and efficient management of the setting and to help ensure the needs of all children are met
- ensure that all information relating to children is managed in a confidential and secure way
- ensure that staff understand the expectations for managing children's behaviour, including challenging behaviour, in order to provide appropriate support for children
- develop an action plan of support for staff to ensure that they understand their roles and

responsibilities

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

On 11 September 2020 we visited the provider to monitor the work they have completed to meet the legal requirements.

We found that the provider had improved staff knowledge and understanding of safeguarding policy and procedures and staff fully understand their responsibilities. Staff know that information concerning children's safety and welfare can be received from a number of sources, including from social media posts. They know that all such information must be reported promptly using the nursery procedures.

The nursery safeguarding procedure has been updated so that it aligns with the local authority procedures for reporting safeguarding concerns about a staff member or other adult working with the children.

Staff have a consistent approach to how they manage children's behaviour. They understand that they need a different approach to children at different stages of their development, including their ability to voice their frustrations and understand what is being said to them.

A record sheet is in place for parents to record their concerns or complaints. This is supported by a procedure document that gives parents a clear indication of the process and timescales for responses to their concerns.

We are satisfied the provider has met the safeguarding and welfare actions raised. 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.](#)