

Complaint about childcare provision

Ref: EY439405/4503786

Date: 28 August 2020

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 28 April 2020, the provider notified us of a complaint they had received that related to staffing issues. The notification means that the provider met their legal responsibility as set out in the 'Statutory framework for the early years foundation stage' to notify Ofsted of a significant event in the setting.

On the 24 August 2020, we conducted an unannounced visit and found the provider was not meeting a number of 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.

Action needed:

implement a policy, and procedures, to safeguard children that is in line with the guidance and procedures of the relevant Local Safeguarding Children Partnership (LSCP) and that supports staff to understand and keep up-to-date with local safeguarding protocols, by 14 September 2020

ensure the designated lead practitioner for safeguarding has sufficient knowledge and understanding of safeguarding and provides accurate support, advice and guidance to staff so that appropriate action is taken to promote children's safety and well-being at the earliest opportunity, by 14 September 2020

ensure that all staff have up-to-date knowledge of safeguarding issues and take timely and appropriate action when they identify concerns, by 14 September 2020

ensure that staff have a clear understanding of their roles and responsibilities and the appropriate skills and knowledge to fulfil their roles, with particular regard to the action they would follow in the event of an emergency situation involving a member of staff, by 14 September 2020

implement effective opportunities for staff supervision that provides coaching and continuous improvement and includes opportunities for staff to discuss any issues, particularly concerning children's development or well-being including child protection concerns, by 14 September 2020.

On the 14 September 2020, the provider voluntarily closed the provision to support staff

training. On the 13 October 2020, we carried out a further visit. We found that the provider implements a policy and procedure that is in line with the Local Safeguarding Children Partnership (LSCP). They ensure staff have an up-to-date understanding of safeguarding matters and are supported to meet their roles and responsibilities.

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 on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).