

## **Complaint about childcare provision**

Ref: 138232/4828790

Date: 5 August 2021

### **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 23 June 2021, we received concerns that the provider was not meeting some of the requirements.

On 30 June 2021, we carried out an inspection and found the provider was not meeting some of these requirements. The overall effectiveness of the provision was judged to be inadequate. The inspection report sets out the actions the provider was required to take to meet the requirements.

On 22 July 2021, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions, raised at their last inspection.

We found that the provider had improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities. The designated safeguarding lead now has appropriate knowledge and skills to carry out their role effectively to safeguard children. All staff received training to improve their knowledge of safeguarding issues so that they can identify signs of abuse and neglect and follow the appropriate procedures. All staff are aware of wider safeguarding concepts, including the 'Prevent' duty guidance.

The provider implemented robust recruitment procedures to assess the suitability of staff working with children. New staff receive induction training to help them understand their roles and responsibilities within the nursery and carry out their roles effectively. The manager improved arrangements for supervision to ensure all staff receive the training and support required to improve their practice and meet children's individual needs.

The provider has ensured that each child is assigned a key person which helps children settle and ensures their individual care and learning needs are met. Additionally, their parents are informed. Staff are deployed effectively to supervise children and keep them safe.

All staff who handle food received appropriate guidance and training in line with food hygiene and safety to keep all children healthy and safe. The management team and staff improved hygiene and cleaning practices within the nursery to help minimise the spread of infections to keep the children and staff healthy and safe. Staff carry out robust risk assessments to identify and reduce hazards. Required documents are readily available for inspection. The management team and staff improved the communication with parents and encourage them to share children's learning.

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](#).