

## **Complaint about childcare provision**

Ref: EY500022/4811912

Date: 11 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 14 June 2021, we received concerns that the provider was not meeting some of these requirements.

On 28 July 2021, we carried out a regulatory visit. We found the provider was not meeting some of the 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. The provider is still registered with Ofsted.

Actions needed by 16 August 2021:

- implement an effective policy for the safe use of mobile phones and cameras to ensure children's safety at all times
- improve the deployment of staff to ensure that children are effectively supervised at all times
- ensure that risk assessment is effective so that all risks to children's health and safety are identified and action is taken to remove or minimise any risks in a timely manner
- improve the knowledge and understanding of all staff, including managers, of how to manage children's behaviour in an appropriate way to ensure the safety of all children
- improve the two-way flow of information with parents and carers to help ensure that the needs of all children are met
- improve the knowledge and understanding of all staff and managers of how to identify and respond to any issues of concern in a child's life at home or elsewhere, including the procedures to follow to report information of a safeguarding nature to other professionals in a timely manner
- ensure that the named lead practitioner for safeguarding has completed an appropriate

training course that enables them to identify, understand and respond to information of a safeguarding nature

- improve the arrangements for the supervision of all staff so that they are supported to undertake appropriate training and professional development opportunities that promote the interests of all children

We will monitor the provider's response to ensure the actions are successfully completed.

### **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](#).