

Complaint about childcare provision

Ref: EY535563/4885083

Date: 13 September 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 6 September 2021, we received concerns that the provider was not meeting some of these requirements.

On 9 September 2021, we carried out a regulatory telephone call. 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.

Actions needed by 20 September 2021:

- implement an effective safeguarding policy and procedure that includes whistle blowing to support a culture among the staff that enables them to share any concerns they may have
- ensure the lead practitioner for safeguarding is part of all safeguarding concerns, where appropriate, relating to children and staff and can offer support, advice and guidance in line with the LSP procedures, so concerns are shared with those with statutory responsibilities without delay
- ensure all staff understand the settings safeguarding policies and procedures with particular regard to action that must be taken if allegations are made and if concerns need to be escalated outside of the organisation
- gain a secure knowledge of events that must be notified to Ofsted as soon as reasonably practical, but always within 14 days

- implement robust recruitment procedures and ongoing suitability checks to ensure all staff are suitable, and remain suitable to fulfil their roles and responsibilities
- ensure referrals to Disclosure and Barring Service are made, without delay, where a staff member is dismissed, in line with the Safeguarding Vulnerable Groups Act 2006
- deploy staff effectively to appropriately ensure children are supervised to keep them safe at all times, with particular regard to outings
- ensure accident and injuries are recorded and shared with parents on the same day or as reasonably practical after
- implement effective risk assessments and ensure staff understand why risk assessments are in place and how they must be followed, at all times to keep children safe, particularly when on outings and in public spaces where there are potentially more risks to children, such as rivers and beach school
- ensure all staff can identify risks that could arise when on outings and steps that must be taken to remove and manage risks
- ensure records that are completed are fit for purpose and can be shared effectively with parents and other professionals to ensure all children's needs are met, with particular regard to internal investigations when incidents occur.

On 21 September 2021, we carried out a full inspection. Leaders have reviewed their safeguarding practices to ensure requirements are met. This includes safeguarding documentation as well as accident reporting procedures, staff's suitability and their on-going suitability to work with children. Staff fully understand procedures that must be followed in the event of referrals to outside agencies, including Ofsted. Risk assessments are in place and staff know and understand the importance of these, particularly when on outings. 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](#).