

Complaint about childcare provision

Ref: EY376090/4841161

Date: 7 October 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 15 July 2021, the provider notified us about a significant event. 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 any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children.

On 4 October 2021, we carried out a regulatory visit. We found that the provider had failed to notify Ofsted of a prior significant event and changes to individuals who are partners in, or a director, secretary or other officer or members of its governing body, which are requirements of their registration. We also found that the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 18 October 2021:

- develop procedures to review the continued suitability of staff, including being aware of staff taking medication to ensure that there is no adverse effect from the medication on their ability to care for children
- ensure staff fully understand their roles and responsibilities, including reviewing their knowledge and understanding of the settings policies and procedures
- conduct supervisions of staff and management to review practice and offer relevant support, coaching and training to support continuous improvement
- develop knowledge of the Safeguarding Vulnerable Groups Act 2006, which includes a duty to make a referral to the Disclosure and Barring Service where a member of staff is dismissed (or would have been, if the person had not left the setting first) because they have harmed a child or put a child at risk of harm.

On 6, 11 and 15 October 2021, the provider responded to the actions set. We found that the provider had reviewed their procedures to assess the continued suitability of staff. They

had decided on a clear programme of when supervisions would be undertaken. During these supervisions, the provider plans to review staff's understanding of the settings policies and procedures. The provider has ensured management understand the procedures to follow if a staff member is dismissed, or would have been dismissed, for harming a child or putting them at risk of harm.

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](#).