

Complaint about childcare provision

Ref: EY331865/4908300

Date: 5 November 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.

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On 29 September 2021, we received concerns that the provider was not meeting some of these requirements.

On 4 October 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We found that the provider had failed to notify Ofsted of an allegation against a member of staff, which is a requirement of their registration. We have also issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 10 October 2021:

- ensure the procedures for managing allegations are implemented at all times.

On 20 October 2021, we carried out a further 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.

Actions needed by 10 November 2021:

- train all staff to understand the safeguarding policy and procedures so they respond immediately to inappropriate behaviour displayed by other members of staff
- ensure all staff, including managers, are trained to understand the safeguarding policy and

procedures when allegations against staff members are made

- ensure the designated safeguarding lead for the setting attends a child protection course that enables them to identify, understand and respond to possible signs of abuse
- ensure staff have appropriate training to support them in caring for children, including in managing their behaviour
- ensure appropriate arrangements are in place for the supervision of staff to also provide support, coaching and training.

On 11 November 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 visit. We found the provider had met some of the safeguarding and welfare actions but not others.

They had taken action to enable staff to receive training to help them understand the safeguarding policies and procedures. This enables staff to respond appropriately to and immediately to inappropriate behaviour displayed by staff. In addition, the designated safeguarding lead had undertaken relevant training to support them in their role.

However, they had failed to put in place appropriate arrangements for the supervision of staff. They had also failed to ensure staff have access to appropriate training, to help them care for children, including in managing their behaviour.

We have served a further 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 2 December 2021:

- ensure staff have appropriate training to support them in caring for children, including in managing their behaviour
- ensure appropriate arrangements are in place for the supervision of staff to also provide support, coaching and training.

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](#).