

## **Complaint about childcare provision**

Ref: 136018/4953525

Date: 14 December 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.

We received concerns that the provider was not meeting some of these requirements. On 16 November 2021, we carried out an inspection and found the provider was not meeting some of these requirements.

The report and inspection outcome will be published in due course. Following the inspection, we served a welfare requirements notice on 25 November 2021. 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 1 December 2021:

- increase staff awareness of current safeguarding good practice to ensure they are able to identify signs of possible abuse and or neglect at the earliest opportunity to enable them to respond in a timely and appropriate way to any concerns
- ensure that child protection records are maintained and information shared with relevant staff and other professionals, to keep children safe
- ensure that the required staff qualification ratios are maintained at all times for staff working directly with children, to support children's welfare and promote the best possible outcomes
- ensure all staff, including agency staff, receive adequate induction training to help them understand their roles and responsibilities.

Actions needed by 4 January 2021:

- provide staff with guidance, training and coaching to enable them to effectively support all children with additional needs
- ensure staff have effective supervision which supports their professional development and

gives them the required training and skills to undertake their designated roles

- ensure key persons are able to fulfil the requirements of this role and that they know children well enough to offer the child and their parents the required support
- improve information sharing with parents/carers to ensure they receive information about their children's learning and development and how they can support their child's progress at home
- improve staff's implementation of the curriculum to ensure activities are tailored to what children need to learn next to help them move on in their learning and development.

On 2 December 2021, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met four of the safeguarding and welfare actions raised at their last inspection.

We found that the senior managers had put adequate training in place to improve staff's knowledge and understanding of safeguarding matters, to ensure they are able to identify signs of possible abuse and or neglect. Staff understand their responsibility to keep children safe and know the procedures to follow should they have any concerns about a child or adult.

We found that the senior managers had implemented sufficient procedures to maintain accurate child protection records. Information had been shared with relevant staff and other professionals to keep children safe.

We found that senior managers had implemented the provider's induction procedures. All staff, including agency staff, are receiving adequate induction training to help them understand their roles and responsibilities.

We found that the provider is working proactively to ensure that the required staff qualification ratios are maintained at all times for staff working directly with children. The provider is actively recruiting for qualified staff. They have regrouped children in the baby room and toddler room. In addition, senior managers are working in the base rooms with children to support staff.

We are satisfied the provider has met the safeguarding and welfare actions raised for the completion date of 1 December 2021.

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

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](#).