

## **Complaint about childcare provision**

Ref: EY473071/5044527

Date: 3 March 2022

### **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 20 January 2022 we received concerns that the provider was not meeting some of these requirements. On 7 February 2022, we carried out an inspection and found the provider was not meeting some of these requirements. The overall effectiveness of the provision was judged to be inadequate and the provider was issued a welfare requirements notice. This is a legal notice that requires the provider to take the actions which are detailed in the inspection report within the timescales set out.

On 1 March 2022, 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 inspection. We found that the provider had met some of the actions but not others. The provider had taken steps to ensure that there is always a member of staff on site who has completed paediatric first aid training. They had reviewed staff recruitment procedures and had evidence of suitability checks, including DBS, for all staff. They had increased the information they gain about children's individual needs, so that staff are able to support these children effectively. They have improved the way in which children's behaviour is managed.

We have served another welfare requirements notice. The provider will be able to give parents further information about this.

Actions needed by 15 March 2022:

- ensure leaders and all those working with children fully understand and implement safeguarding policies and procedures
- ensure staff receive appropriate training, coaching and support, including induction and supervision, so that they have a clear understanding of their roles and responsibilities.

On 16 March 2022, we carried out another regulatory visit. The purpose of the visit was to check if the provider had met the actions in the welfare requirements notice issued on 1 March 2022. The provider has arranged training and support for staff to increase their

knowledge of child protection procedures. Staff now understand their role and responsibilities, including escalating any safeguarding concerns. The provider has also reflected on the arrangements for leadership and management. Procedures to support and guide staff have been re-introduced, to ensure staff receive opportunities to increase their own skills and knowledge to better support children's needs.

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](#).