

## **Complaint about childcare provision**

Ref: 2576625/5096072

Date: 28 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 3 March 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. The inspection report sets out the actions the provider was required to take to meet the requirements.

On 25 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 and learning and development actions, raised at their last inspection.

We found the provider had met some of the safeguarding and welfare actions but not others. The provider had taken the necessary steps to ensure all staff working directly with children were suitable. They had improved the recording of accidents and incidents within the setting, and ensured this information is consistently shared with parents and carers. Leaders have put training in place for staff which has improved how they manage children's behaviour.

We served another welfare requirements notice. This is a legal notice that required 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 8 April 2022:

- ensure staff and leaders follow the correct procedures in the event of a child protection concern
- ensure children's good health is consistently prioritised by all staff
- ensure all staff effectively identify and assess risks consistently and take all appropriate steps to reduce potential hazards and risks
- ensure key persons working with children understand and meet the needs of every child in their care, including children who may need additional support
- ensure staff supervise children suitably at all times to guarantee their safety and well-

being

- monitor the impact of support and training in place for staff, so that it is used effectively to improve weak staff practice and improve children's experiences.

On 11 April, 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 the last regulatory visit on 25 March 2022.

We found the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures and their responsibilities. The provider has ensured the correct procedures are followed in the event of a child protection concern. All staff and leaders are aware of the correct steps to take including monitoring, recording, and reporting concerns they may have that a child is at risk of harm. They have strengthened staff's focus on children's hygiene and care.. The provider has improved the way they assess risks to ensure risks are identified, and necessary steps are taken to reduce any potential hazards. They have developed staff's knowledge and skills to ensure they meet the needs of children in their care, including those who many need additional support. The provider has deployed staff suitably to supervise children at all times. The provider has processes in place to monitor the impact of support and training delivered to staff to make sure it is effective and positively impacts the children's experiences.

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](#).