

Complaint about childcare provision

Ref: 119995/5177571

Date: 22 June 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 8 June 2022, we received concerns that the provider was not meeting some of these requirements.

On 8 June 2022, we carried out a 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. The provider is still registered with Ofsted.

Actions needed by 23 June 2022:

- implement a policy and procedures to safeguard children, that is in line with the guidance and procedures of the relevant local safeguarding partners
- ensure that staff designated to take the lead for safeguarding have the relevant skills, to act and respond swiftly and appropriately to concerns to safeguard children
- ensure that all staff receive prompt induction training to help them understand their roles and responsibilities, especially when taking over lead role
- implement effective systems to monitor and improve the quality of staff practice and promote the safety of children
- ensure all staff manage children's behaviour in an appropriate way and do not act in a

manner that could adversely affect children's well-being

- improve knowledge of the events that must be notified to Ofsted and the timescale in which this needs to be done

On 23 June 2022, we carried out a regulatory visit and found that the provider had reviewed their safeguarding procedures and notified the relevant local safeguarding partners of the concerns they investigated.

The designated safeguarding leads (DSL) demonstrated that they had refreshed their knowledge of the process to implement when a concern is raised about a member of staff with the local authority designated officer (LADO). They had booked onto the next available DSL course.

Induction processes have been reviewed and updated. The process of induction is more closely monitored by management and being more rigorously implemented, whether staff are new or newly promoted.

New policies have been implemented around behaviour management and managing and monitoring staff behaviour. These have been shared and discussed with staff to ensure they are aware of what is expected of each other and the process to follow if they have concerns.

The Statutory framework for the early years foundation stage requirements has been reviewed. Details of the events that must be notified to Ofsted have been posted in the office to act as a visual prompt to remind management and staff of what they must notify and the timescale for this.

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](#).