

Complaint about childcare provision

Ref: EY378606/5167547

Date: 30 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 17 May 2022, we received concerns that the provider was not meeting some of these requirements.

On 24 May 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescale set out.

Actions needed by 22 June 2022:

- update your safeguarding children policy and procedures to ensure they are in line with the guidance and procedures of the relevant local safeguarding partners (LSP) and include an explanation of the action to be taken when there are safeguarding concerns about a child and in the event of an allegation being made against a member of staff, and cover the use of mobile phones and cameras in the setting
- take steps to ensure you have up to date knowledge and understanding of safeguarding issues and are fully aware of your updated safeguarding children policy and procedures
- improve the key person system to ensure that every child's care and learning is tailored to meet their individual needs, to help children settle and become familiar with the setting, and offer a settled relationship for every child which meets their emotional needs
- ensure that fresh drinking water is available and accessible to children at all times
- increase your knowledge and understanding of the changes and information that must be notified to Ofsted
- ensure that records are easily accessible and available for inspection, in this instance records relating to disclosure and barring service (DBS) checks.

On 23 June 2022 we visited the provider again to monitor the action they had taken to comply with the notice. We found that the provider had updated their safeguarding children

policy and procedures, which is now in line with the guidance and procedures of the relevant LSP.

We also found that the provider has completed a safeguarding children training course and demonstrates an acceptable knowledge and understanding of safeguarding issues and procedures to follow.

We found that the key person system has improved in order to better support individual children's emotional needs. Children also now have easy access to drinking water.

We also found that the provider has increased their knowledge of the changes to be notified to Ofsted, and they have ensured that relevant documents are available for inspection or have been applied for.

Additionally, during the regulatory visit on 23 June 2022, we found new areas of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage.

In relation to the new areas of concern, on 30 June 2022, we issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 14 July 2022:

- strengthen children's understanding of how to keep themselves safe as they play, with particular reference to giving clear explanations about the consequences of their actions
- improve the daily routine to reduce adult-led interruptions in children's play, and to ensure that prolonged waiting times are reduced, so that time is used more productively to promote children's learning and development
- foster a culture of mutual support, teamwork, continuous improvement and self-evaluation to drive forward improvements and raise the quality of your interactions with children to the highest level.

The provider responded to the notice of actions to improve to say they are now giving clear and simple instructions to children and are supporting them to keep themselves safe in different situations.

The provider is also now ensuring they do not unnecessarily interrupt children's play and have also improved the preparation for activities and outings.

In addition, the provider is now discussing how improvements in practice can be made, with the childminder they work closely with. We are satisfied with the action taken by the provider.

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](#).