

## **Complaint about childcare provision**

Ref: EY550273/5184330

Date: 10 August 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 15 June 2022, we received concerns that the provider was not meeting some of these requirements.

On 13 July 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 27 July 2022:

- implement effective supervision processes to provide staff with opportunities to discuss any concerns they may have about individual children
- provide staff with opportunities to discuss their training and development needs to ensure they have the skills and knowledge to meet individual children's needs
- develop the key person system to ensure that all staff have effective relationships with parents, in particular, where children have additional needs and/or disabilities
- improve systems for identifying and supporting children with special educational needs and/or disabilities to ensure that swift referrals are made to external agencies when needed
- ensure that all staff are appropriately vetted including seeking references and that all checks completed on staff are accurately recorded.

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

On 3 August 2022, the provider responded to the actions set. We found that the provider has now implemented regular opportunities for staff to discuss any concerns about children, as well as identifying any training needs they may have. The manager and their staff have

accessed additional training to support them to understand the needs of children with additional needs and/or disabilities. We found that the provider had improved their knowledge and understanding of when and how to seek swift support for children and now fully understands their responsibilities. The manager has accessed safer recruitment training to support them in their role.

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](#).