

## **Complaint about childcare provision**

Ref: EY417700/5209544

Date: 29 July 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 July 2022, we received concerns that the provider was not meeting some of these requirements.

On 28 July 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 26 August 2022:

- follow effective safer recruitment systems to ensure practitioners are suitable for their childcare role
- ensure induction arrangements cover safeguarding and child protection at the earliest opportunity
- ensure staffing arrangements mean there is always a member of staff with a current paediatric first aid certificate on site
- ensure that at least half of the staff, working with the manager, have an approved level 2

qualification

- ensure there is a named deputy who, in their judgement, is capable and qualified to take charge in the manager's absence.
  
- use more effective and consistent strategies to manage children's behaviour and help them learn to manage their feelings and emotions.

On 23 August 2022, the provider responded to the actions set. We found that the provider had improved their safer recruitment procedures to help ensure staff are suitable for their roles. Suitable arrangements are in place to supervise staff while checks are ongoing. Safeguarding training is now at the forefront of inductions for new staff. There are now two paediatric first aid trained staff on site, with another due to attend training soon. The provider has recruited new staff, and this means the qualification requirements are now met, including having a named deputy manager. The staff have received support and training from the local authority on how to use more effective strategies to help children manage their feelings and behaviour.

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.