

## **Complaint about childcare provision**

Ref: EY407320/5214207

Date: 9 September 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 21 and 28 July 2022, we received concerns that the provider was not meeting some of these requirements. We suspended the provider's registration on 25 July 2022 because we believed children may have been at risk of harm. Suspension allows time for the provider to take steps to reduce or eliminate the risk of harm to children. The provider has a right to appeal against a suspension. The provider may not provide childcare for which registration is required while the suspension is in place and may commit an offence if they do so.

On 3 and 4 August 2022, we carried out regulatory visits and on 8 August 2022 we carried out a regulatory telephone call. 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.

Actions needed by 29 August 2022:

- ensure that all staff understand and follow the safeguarding procedures, with particular regard to responding to an allegation against a member of staff or management
- ensure the designated safeguarding leads take prompt action in response to concerns about a child's welfare and all allegations against staff

- ensure that children's behaviour is managed appropriately and effectively
- ensure that any physical intervention and restraint is only used if absolutely necessary, a record is kept of every occasion and parents are informed on the same day or as soon as is reasonably practicable
- ensure that all staff receive induction training to help them understand their roles and responsibilities
- provide all staff with appropriate, support and coaching to help them to understand their roles and responsibilities to help keep children safe from harm.

Although we have issued a welfare requirement notice, on 8 August 2022, we lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension. We are satisfied that the identified risk of harm to children has been removed.

On 31 August 2022 , we carried out an inspection and found the provider had addressed some of the actions. Staff have had training on how to manage children's behaviour appropriately and this was observed in practice with children during the inspection. Management have completed training with staff in relation to physical intervention and they expect staff to use appropriate strategies and to talk to the children if there are any concerns relating to behaviour. Although the new management have identified how they will provide appropriate support and coaching, they have not had sufficient time to embed these arrangements. They are also revising the induction procedures for new staff, which will help to make sure that they have sufficient understanding to carry out their role and responsibilities. The overall effectiveness of the provision was judged to be requires improvement. The inspection report sets out the actions the provider was required to take to meet the requirements.

We will monitor the provider's response to ensure the action is successfully completed.

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](#).