

Complaint about childcare provision

Ref: EY544241/5196542

Date: 26 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.

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

On 30 June and 1 July 2022, we received concerns that the provider was not meeting some of these requirements.

On 7 July 2022, the provider notified us that they had been made aware that there had been an allegation made about a member of staff. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any allegations raised.

On 15 July and 19 July 2022, we carried out regulatory telephone calls to the provider.

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 8 August 2022:

- ensure that the safeguarding policy and procedure is in line with the guidance and procedures of the relevant Local Safeguarding Children Partners, with particular regard to the action to be taken following an allegation against a member of staff
- ensure that all staff including the designated safeguarding lead have a good

understanding of the safeguarding procedures and how to act on concerns

- ensure that children's behaviour is managed effectively taking into account children's age and stage of development
- ensure that any physical intervention is only used if absolutely necessary, and is recorded and parents are informed on the day that it is used
- ensure that all staff have the appropriate, support and coaching to help them to understand their roles and responsibilities to meet children's needs.

We suspended the provider's registration on 22 July 2022 because we believe children may be at risk of harm. Suspension allows time for the provider to take steps to reduce or eliminate the risk of harm to children and for other professionals to carry out their investigations. 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 6 September 2022, we found the provider had met some of the safeguarding and welfare actions but not others.

The provider has developed procedures for physical intervention and they have developed their safeguarding procedures so that they are in line with the local safeguarding partners. However, staff and those with safeguarding responsibilities do not have a good understanding of how to act on concerns raised and staff are not confident with how to manage challenging behaviour.

We have therefore served another 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 23 September 2022:

- ensure that all staff including the designated safeguarding lead have a good understanding of the safeguarding procedures and how to act on concerns, with particular regard to allegations raised about staff practice
- ensure that staff receive training to enable them to recognise inappropriate behaviour displayed by other staff members
- ensure that staff have a good understanding of how to manage challenging behaviour, taking into account children's age and stage of development
- ensure that all staff have appropriate induction, support and coaching to help them to understand their roles and responsibilities to meet children's needs.

On 28 September 2022, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised during our last visit.

We found that the provider had improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities to report and act on concerns. The provider has developed better support to enable staff to understand how to manage challenging behaviour.

We are satisfied the provider has met the safeguarding and welfare actions raised.

On 29 September 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.

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](#).