

## **Complaint about childcare provision**

Ref: EY395979/5218371

Date: 27 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 July 2022, we received concerns that the provider was not meeting some of these requirements. On 1 August 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 24 August 2022:

- put in place effective systems to ensure the ongoing suitability of assistants, including telling assistants about the things they must inform you of which might affect their suitability
- implement effective induction and supervision arrangements which support staff to have a clear understanding of their roles and responsibilities and promotes continuous improvement
- ensure each child has an identified key person who is fully aware of, and can meet, their individual care needs through effective and settled relationships
- record of all accidents or injuries and first aid treatment provided
- update your safeguarding policy in line with the local safeguarding partnership procedures and ensure all staff know and understand this policy, including what to do if they have concerns about a child
- ensure all adults working with children understand the actions to be taken in the event of an allegation being made and the role of the local authority designated safeguarding officer (LADO)
- keep accurate records of all children being cared for on the premises, including their

hours of attendance and the names of each child's key person

- ensure that no person vapes or uses e-cigarettes when children are present.

On 26 September 2022 we found that the provider had not met the some of the actions set in the welfare requirement notice. We have 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. The provider is still registered with Ofsted.

Actions needed by 19 October 2022:

- 1) ensure all your assistants increase their safeguarding knowledge to ensure that the signs of possible abuse and neglect are recognised at the earliest opportunity and responded to in a timely and appropriate way
- 2) ensure all your assistants develop a greater understanding of your safeguarding policy by increasing their knowledge about what to do if an allegation is made against a member of staff or the household
- 3) ensure all your assistants have up to date knowledge of the wider issues of child protection
- 4) improve supervision of your assistants to ensure that they receive effective coaching and support to improve their practice.

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

On 20 October 2022 the provider responded to the actions set. We found that the provider had improved her assistants knowledge and understanding of child protection procedures and they now fully understand their responsibilities. Furthermore, the provider had put systems in place for the supervision of assistants to ensure that they receive effective coaching and support to improve their practice.

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](#).