

## **Complaint about childcare provision**

Ref: 2607262/5214684

Date: 12 October 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 the 19 and 21 July 2022, we received concerns that the provider was not meeting some of the requirements.

On the 9 September 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.

Actions needed by 28 September 2022:

- take action to ensure the setting's safeguarding policy is up to date and all managers and staff understand the setting safeguarding procedures, including the management/use of mobile phones and know how to respond to any child protection concerns in an appropriate and timely manner
  
- ensure staff responsible to take the lead for safeguarding (Designated Safeguarding Lead) improve their knowledge and understanding of all safeguarding matters, including allegation management, in order to provide support, advice and guidance to other staff when required

- implement effective and robust recruitment procedures to assess staff's suitability and ensure all adults looking after children are suitable to fulfil the requirements of their role
  
- make sure all staff have appropriate induction, training, skills and knowledge, to help them have a clear understanding of their roles and responsibilities
  
- take steps to ensure that the staff team understand the role of the key person to help ensure that every child's individual needs are met continuously
  
- put appropriate steps in place to ensure the deployment of staff meets the needs of children
  
- ensure fire escape routes are always free from obstructions
  
- implement robust risk assessments to minimise the risk of harm to children, ensure all risks and hazards to children's safety are identified, removed or minimised
  
- ensure the setting's Special Educational Needs Co-ordinator (SENCO) has a clear understanding of how to fulfil the role and meet the needs of children who attend
  
- maintain information and records that can be shared with other professionals to ensure effective and safe management of the setting
  
- maintain attendance registers that record children's hours of attendance

- ensure leaders have secure knowledge and understanding of the requirements in relation to notifications, particularly with regard to reporting changes/concerns to people connected to the organisation in a timely manner.

On the 6th of October 2022, we found that the provider had met some of the safeguarding and welfare actions but not others. We have therefore re-issued a further welfare requirements notice. The provider will be able to give parents further information about this.

Actions needed by 28th of October 2022

- take action to ensure all managers and staff understand the setting safeguarding procedures, and know how to respond to any child protection concerns in an appropriate and timely manner
- improve supervision arrangements to make sure all staff receive support, coaching and training, that is monitored to help them have a clear understanding of their roles and responsibilities
- improve the key person system to help ensure staff specifically tailor the care to meet every child's individual needs with particular regard to health and children that have English as an additional language
- implement robust risk assessments to minimise the risk of harm to children, ensure all risks and hazards to children's safety are identified, removed or minimised

- ensure all children that have been identified as needing additional support has a clear plan in place followed by all staff to meet their needs
- ensure leaders have secure knowledge and understanding of the requirements in relation to notifications, particularly with regard to reporting changes/concerns to people connected to the organisation in a timely manner.

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

On 8 November 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. We found that the provider had taken steps to meet all actions. The provider has worked with staff to improve their knowledge and understanding of child protection procedures and demonstrate they understand reporting processes. Furthermore, the provider has improved risk assessment arrangements, key person arrangements, and provision for all children with special educational needs and /or disabilities. The provider has improved knowledge around notifications that must be made to Ofsted.

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](#).

