

## **Complaint about childcare provision**

Ref: EY487282/5284186

Date: 18 November 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](https://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 October 2022, we carried out an inspection and found the provider was not meeting some of these requirements.

The overall effectiveness of the provision was judged to be Not Met with Enforcement. The inspection report sets out the actions the provider was required to take to meet the requirements.

We suspended the provider's registration on 21 October 2022, following the inspection findings, because we believed 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. 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.

Following the inspection we served a welfare requirements notice on 1 November 2022. 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 9 November 2022:

- ensure a current written policy to safeguard children from abuse or neglect is in place and followed
- train all staff to understand the procedures in the setting's safeguarding policy
- ensure all staff are checked for suitability to work with children, this must include obtaining an enhanced Disclosure and Barring Service check
- ensure the premises are secure, and take all reasonable steps so that no unauthorised persons can enter the premises
- ensure the person responsible for safeguarding children has attended an appropriate child protection training course
- demonstrate how staff who are not suitably checked will not have unsupervised access to children
- demonstrate how a system for staff supervision is in place to provide support, coaching and training for staff

On 15 November 2022, we completed an unannounced visit to the setting to ensure that the provider was complying with the suspension, and to check if the actions raised had been met.

We found that the provider has obtained enhanced DBS checks for all staff and has strengthened their procedures of ensuring the ongoing suitability of staff. Procedures have been reviewed, which all staff understand, to ensure that any unchecked staff will not have unsupervised access to children. The staff team have completed a program of training to enhance their knowledge and understanding of safeguarding, and the procedures to follow if they are worried about a child or if an allegation is made. Additionally, the staff team have undertaken a full review of the setting's safeguarding policy to ensure it meets requirements. The provider has put in place a structured plan for regular staff supervisions, to ensure all staff receive ongoing support, training, and coaching. The provider has worked with the host school to ensure that the outdoor perimeter of the setting is secure when children play outside. This now prevents unauthorized persons gaining access, and is part of the daily ongoing risk assessments in place.

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

On 17 November 2022, we lifted the suspension because the provider took appropriate action to deal with the matters 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](#).