

## **Complaint about childcare provision**

Ref: EY556708/5262994

Date: 22 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](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 29 September 2022, we received concerns that the provider was not meeting some of the requirements. We also received a notification from the provider on 26 September 2022 informing us of an allegation against 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 an allegation against a member of staff.

On 30 September 2022, we carried out an unannounced regulatory visit and found that the provider had not followed the procedures of the local safeguarding partnership when an allegation is made against a member of staff. We also found that leaders demonstrated a weak knowledge and understanding of those procedures. We also found that there had been one occasion where a behaviour incident had not been managed appropriately.

We issued actions for the provider to take below within the timescales set out.

Action needed by 28 October 2022:

ensure that leaders and staff have a clear understanding of the process to be followed in order to respond promptly if a member of staff displays inappropriate behaviour towards children or in the event of an allegation being made

improve staff practice to ensure that all staff understand how to manage children's behaviour appropriately.

On 30 September and 3 October 2022, we received further complaints which raised concerns about how allegations against staff are managed, the safety of the premises, and the process in place for nappy changing.

On 3 November 2022, we carried out a regulatory telephone call to the provider. We found that the provider had taken appropriate action to address the notice of action to improve. Leaders and staff had undertaken further safeguarding training. Leaders demonstrated an improved understanding of their responsibilities to follow the procedures of the local safeguarding partnership when allegations are made. They also monitored staff understanding following their safeguarding training. Staff had undertaken further training to improve their knowledge and understanding of appropriate behaviour management. We found that there were clear systems in place to address maintenance issues to ensure the safety of children and staff at the setting. We were also satisfied that the systems in place for nappy changing were clear.

Following this telephone call, we were satisfied that the provider is meeting the requirements and took no further action. The provider will be able to give parents further information about this. 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](#).