

## **Complaint about childcare provision**

Ref: 2677575/5280142

Date: 9 January 2023

### **Summary of outcome**

#### Stratford Outcome Summary

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 28 November 2022, we carried out an inspection and found the provider was not meeting some of these requirements. The report and inspection outcome will be published in due course. Following the inspection, we served a welfare requirements notice on 7 December 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 22 December 2022:

- ensure that at least half of all other staff employed hold at least an approved level 2 qualification
- ensure that you check the suitability of all staff who come into contact with or who work directly with the children
- implement effective induction training for new staff, to ensure that they are familiar with the setting's policies and procedures, including what to do in the event of a fire

- ensure that all staff understand your safeguarding policy and procedures and that they are aware of what to do if they have a concern about the welfare of a child
  
- ensure that all staff have a secure knowledge of female genital mutilation and the 'Prevent' duty
  
- ensure that staff who are under the age of 17 are supervised at all times
  
- implement effective arrangements to ensure that children are adequately supervised, have their needs met and their safety is prioritised
  
- ensure that at least one person who has a current paediatric first aid certificate is on the premises and available at all times where children are present and accompanies the children on outings
  
- ensure that children are not exposed to risk and are kept safe from harm
  
- ensure that children under the age of two have a separate room to ensure their safety and promote their welfare
  
- implement effective systems to ensure that staff receive the right level of coaching and support to help improve the quality of care and learning that children receive
  
- implement supervisions and/or appraisals to identify gaps in staff knowledge and any training they would benefit from to help improve their overall effectiveness, their

knowledge and skills of working with children

- ensure that you have in place effective procedures to ensure the safe use of mobile phones within the setting
  
- ensure that the manager receives the targeted level of support she requires to fulfil the responsibilities of her role.

We suspended the provider's registration on 29 November 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. 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 4 January 2023, 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 at their last inspection. The inspector found that appropriate action had been taken to meet some of the actions. The provider has now checked the suitability of all staff who work with or come into contact with children. In addition, she has demonstrated how staff under the age of 17 will not be left unsupervised and that staff who hold an appropriate paediatric first aid qualification will be present, when the children attend the setting and they will also accompany the children on outings. The provider has developed a separate under-two's room to ensure their safety. She has also implemented effective mobile phone procedures. This has been shared with most staff to ensure the safe use of mobile phones within the setting. The provider has started to put in place targeted support for the manager, which includes training and coaching opportunities to help her fulfil the responsibilities of her role.

However, the provider has not taken enough action to ensure that she meets the qualification requirements of the early years foundation stage. This includes to ensure that half of all other staff are qualified to at least a level 2 qualification. The provider has not addressed well enough how she will ensure that children will be adequately supervised and have their needs met and their safety prioritised. Although the provider has improved her

knowledge in some aspects of risk management, she fails to demonstrate how she will ensure that children are not exposed to risk and are kept safe from harm.

The inspector found that the provider has started to take some steps to meet some of the other actions. The provider has implemented new induction processes for all staff. This focuses on raising their understanding of the settings policies and procedures, and the action they should take in the event of a fire. She has also sent staff on some training about female genital mutilation. The provider has had a meeting with staff to discuss her settings child protection and safeguarding policies and procedures and what action they should take if concerned about the welfare of a child. However, as staff were not present, the impact of this could not be fully assessed.

The inspector also found that the provider had not yet started to provide coaching or supervisions and appraisals with staff to identify what support they require and any training they would benefit from. During the visit, the inspector also found that although the provider has provided a separate room for children aged under two, she has not ensured that half of the staff that will work with these children, have received training that addresses the care of babies.

We have therefore served a further welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions needed by 20 January 2023:

- ensure that in addition to at least one fully qualified level three at least half of all staff employed hold at least an approved level 2 qualification
- implement effective systems to ensure that staff receive the right level of coaching and support to help improve the quality of care and learning that children receive
- put appropriate arrangements in place for the supervision of staff to identify gaps in staff knowledge and any training they would benefit from to help improve their overall

effectiveness, their knowledge and skills of working with children

- implement effective induction training for new staff to ensure that they are familiar with the setting's policies and procedures, including what to do in the event of a fire
- ensure that all staff understand the safeguarding policy and procedures and that they are aware of what to do if they have a concern about the welfare of a child
- ensure that all staff have a secure knowledge of all types of abuse, including female genital mutilation and the 'Prevent' duty
- implement effective arrangements to ensure that children are adequately supervised so that their needs are met and their safety is prioritised
- ensure that children are not exposed to unnecessary risk and are kept safe from harm
- ensure that at least half of all staff working with children under the age of two, have received training that addresses the care of babies.

We will continue to monitor the action taken by the childminder to meet the welfare requirements notice. The suspension remains in place at this time.

### **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](#).