

## **Complaint about childcare provision**

Ref: EY477579/5312669

Date: 11 January 2023

### **Summary of outcome**

All early year's providers must meet the legal requirements in the Statutory framework for the early year's 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 23 and 24 of November and the 5 December 2022, we received concerns that the provider was not meeting some of the requirements.

On the 9 January 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served 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 30 January 2023:

- take action to ensure that there is a named designated safeguarding lead (DSL) and all staff understand the safeguarding policies and procedures, including the role of the local authority designated lead (LADO)
- put appropriate arrangements in place to ensure all staff have effective induction, support, supervision, and coaching, to promote the interests of children, and ensure they have a clear understanding of their roles and responsibilities
- implement an effective key-person system so that practitioners fulfil their role in ensuring that each child's care is tailored to meet their individual needs, offer a settled relationship for the child and build a relationship with parents

- ensure there is at least one member of staff with a full and relevant level 3 qualification and at least half of all staff with a full and relevant level 2 qualification, working directly with children at all times
- 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 in a timely way.
- implement effective systems to support children with special educational needs and/or disabilities to ensure that targeted plans are delivered effectively, and that all children eligible receive their free entitlement.

The provider is still registered with Ofsted. The provider will be able to give parents further information about this.

On 30 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 visit.

On 30 January 2023, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities. We are satisfied the provider has met the safeguarding and welfare actions raised.

The provider is still registered with Ofsted. The provider will be able to give parents more information.

## **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](#).