

Complaint about childcare provision

Ref: EY358753/5262507

Date: 12 January 2023

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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 12 September 2022, we received concerns that the provider was not meeting some of these requirements.

On 9 November 2022, we carried out a regulatory telephone call. 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 22 November 2022:

- ensure that all staff including the designated safeguarding lead have a good understanding of the safeguarding procedures, including how to identify and act on concerns about children's welfare
- ensure that the designated safeguarding lead understands the procedures, following an allegation about a member of staff
- ensure that the leadership team have appropriate induction, support and coaching to help them to understand their roles and responsibilities
- provide all staff with effective supervision to provide a culture of mutual support, teamwork and continuous improvement, which encourages the confidential discussion of sensitive issues

We carried out an inspection on 25 November 2022 and found that the provider had not met some of the actions. We have therefore served another two welfare requirements notices. These are legal notices 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 November 2022:

- ensure staff deploy themselves well and supervise children effectively, so that staff are

within sight or hearing of children at all times

- improve staff understanding of how to identify and remove risks to children.

Actions needed by 4 January 2023:

- ensure that all staff, including the designated safeguarding lead, have a good understanding of the safeguarding procedures, including how to identify and act on concerns about children's welfare
- ensure that the designated safeguarding lead understands the procedures, following an allegation about a member of staff
- implement procedures for supervision of all staff, to identify weaknesses in practice and target support, coaching and training, to raise the quality of the provision
- strengthen the deployment of staff so that children feel safe, secure and care is tailored to meet children's individual needs.

On 12 December 2022 we carried out a regulatory telephone call. The focus of the call was to check whether the provider had met the safeguarding and welfare actions, raised at their last inspection needed by 28 November 2022. We found that the provider ensures that staff deploy themselves well and supervise children effectively. In addition, they have improved staff's understanding of risk assessment to help them to identify hazards and remove risks to children.

On 5 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 needed by 4 January 2023. We found the provider had met some of the safeguarding and welfare actions but not others. The provider has improved staff's knowledge and understanding of safeguarding procedures. This includes the procedures to follow should an allegation be raised against a member of staff. The provider ensures that staff are deployed effectively to meet children's individual needs.

We also found that the provider had not implemented procedures for the supervision of staff. We have 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:

- implement procedures for supervision of all staff, to identify weaknesses in practice and target support, coaching and training, to raise the quality of the provision

We spoke to the provider on 20 January 2023. The provider has implemented new procedures for supervision of staff. 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](#).