

## **Complaint about childcare provision**

Ref: EY216651/5369812

Date: 7 March 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](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 07 February 2023, we received concerns that the provider was not meeting some of these requirements.

On 02 March 2023, we carried out a regulatory visit. 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. The provider is still registered with Ofsted.

Actions needed by 04 April 2023:

- ensure all staff increase their safeguarding knowledge to ensure that the signs of possible abuse and neglect are recognised at the earliest opportunity, and staff know how to respond in a timely and appropriate way
- ensure all staff develop a greater understanding of your safeguarding policy by increasing their knowledge about what to do if they have concerns about a colleague harming children
- improve staff knowledge and understanding of the guidance and procedures of the relevant local safeguarding children partnership and the 'Prevent duty guidance for England and Wales'
- ensure all staff receive training to manage children's behaviour in an appropriate way that helps children to understand how their actions affect others

- ensure staff are deployed appropriately in order to ensure children's individual needs are met.

On 4 April 2023, the provider responded to the actions set. We found that the provider had improved their staff's knowledge and understanding of child protection procedures and staff now fully understand their responsibilities to keep children safe from harm. They know what to do if they have any concerns about a colleague harming children. Furthermore, they are up to date with current child protection legislation. Staff are now deployed in order to meet children's needs. In addition, appropriate strategies have been put in place to ensure that children's behaviour is managed effectively.

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](#).