

## **Complaint about childcare provision**

Ref: EY490861/5363045

Date: 18 April 2023

### **Summary of outcome**

On 13 February 2023, we carried out an inspection and found the provider was not meeting some of these requirements. The overall effectiveness of the provision was judged to be inadequate. The inspection report sets out the actions the provider was required to take to meet the requirements.

On 8 March 2023, we received concerns that this provider was not meeting some of these requirements.

On 16 March 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 inspection. We also checked if the provider was meeting other safeguarding and welfare requirements as set out in the Statutory framework for the early years foundation stage. We found the provider had met most of the safeguarding and welfare actions from the inspection, but not all.

The provider had improved the environment, including the effectiveness of the heating. The building was secure preventing the possibility of unauthorised persons being able to enter the premises. The risk assessments in place were effective and all fire doors were free from obstruction and able to be opened. The majority of staff had received training on the care of babies. Children were well supervised, and staff were deployed effectively. Children's behaviour was managed in an appropriate way. However, the provider had not met the action set regarding staff supervision. We also found the provider was not meeting some other safeguarding and welfare requirements. We have therefore served an additional welfare requirements notice. This is a legal notice that requires the provider to take action below within the timescales set out. The provider will be able to give parents further information about this. The provider remains registered with Ofsted.

Actions needed by 6 April 2023:

put appropriate measures in place with regards to the use of mobile phones and cameras to help safeguard children, and ensure that staff adhere to this policy at all times

ensure the supervision of staff is effective in providing staff with support, coaching and training to improve their knowledge and skills, and raise the quality of teaching to a good level

ensure supervision consistently provides staff with opportunities to discuss children's

development and child protection concerns

maintain a written log of complaints, including how complaints have been fully investigated, and ensure that these records are available.

On 11 April 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 inspection and previous visit.

We found that the provider has improved their knowledge and understanding of the risks associated with mobile phones and cameras. They have put appropriate measures in place to safeguard children. The provider has ensured that all staff have regular supervision. Staff report that there is effective support and supervision in place, particularly around safeguarding and supporting children's learning and development. The provider has put a complaints log in place that details how complaints are investigated.

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](#).