

## **Complaint about childcare provision**

Ref: EY245003/5403710

Date: 17 April 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 23 March 2023, we received concerns that the provider was not meeting some of these requirements.

On 27 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 31 March 2023:

- ensure child protection concerns are consistently recorded to enable you to monitor the concerns and keep children safe
  
- ensure designated safeguarding leads have good knowledge of how to deal with allegations against staff
  
- ensure designated safeguarding leads understand their safeguarding responsibility including when to liaise with parents about incidents regarding children and procedure to respond in a timely manner to concerns raised
  
- implement an effective system regarding storing documentation and organisation of records to ensure the safe and efficient management of the setting.

Actions needed by 14 April 2023:

- provide new staff with an effective induction which supports them to understand their roles and responsibilities
  
- implement effective supervision to ensure staff receive support, training and coaching to develop their skills.

On 6 April 2023, 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 with the end date of 31 March 2023, that were raised in the welfare requirements notice following the last visit. We found the provider had taken sufficient measures to address these actions.

The provider has improved procedures for documenting, monitoring, and storing sensitive information. They demonstrate the appropriate action that needs to be taken regarding safeguarding concerns against adults or children. The provider has completed additional training with all designated safeguarding leads around their roles and responsibilities. The provider has a secure understanding and knowledge of managing safeguarding allegations. They can confidently explain their role as designated safeguarding lead along with their responsibilities. The provider is working closely with local authority to further develop policy and practice in relation to safeguarding with all staff. The provider is still registered with Ofsted.

On 18 April 2023 we carried out an inspection. The focus was to check whether the provider had met the safeguarding and welfare actions with the end date of 14 April 2023, that were raised in the welfare requirements notice. We found the provider had taken sufficient measures to address these actions.

The provider has implemented a new induction process which provides new staff with detailed information of the expectations and responsibilities of their role. This is reviewed regularly to identify additional support, training, and development so staff have clear guidance to fully understand their roles and responsibilities within the provision. Supervisions have now taken place with a clear process so staff understand the expectations of these and the support they will receive. Individual and measurable targets have been implemented to give staff clear direction for their own professional development and identifies next steps to achieve this. 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](#).