

Complaint about childcare provision

Ref: 2685788/5407264

Date: 5 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 24 March 2023, we received concerns that the provider was not meeting some of these requirements.

On 3 April 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 27 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 and how to report any allegations made about colleagues to the Local Authority Designated Officer (LADO)
- 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'
- implement effective risk assessments relating to safety and hygiene to ensure indoor and outdoor spaces are safe and clean for children to use
- ensure staff are deployed effectively so that at least one member of staff in the baby room holds an approved childcare qualification at level 3 and at least half of all other staff hold an approved childcare qualification at level 2
- ensure children's individual care and learning needs are supported through effective and

settled relationships with their key person

- ensure there are effective measures in place to support children with special education needs and/or disabilities (SEND) so that children are given the help they need to enable them to reach their full potential
- ensure that leaders have effective systems in place for the supervision and support of staff so that staff continually improve their practice.

On 28 April 2023, the provider responded to the actions set. We found that the provider had improved staff's knowledge and understanding of child protection procedures and now fully understand their responsibilities. All hazards had been removed from the setting and the outdoor space had been updated. A key person system had been established so that staff could meet children individual needs. In addition, a Special educational needs co-ordinator (SENCo) was in post to ensure there are effective measures were in place to support children with special education needs and/or disabilities (SEND). Staff are deployed appropriately and supervision arrangements are in place to hope to improve staff practice.

We are satisfied the provider has met the safeguarding and welfare requirement 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](#).