

## **Complaint about childcare provision**

Ref: EY419562/5431576

Date: 20 June 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](https://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 2 May 2023, we received concerns that the provider was not meeting some of these requirements. On 25 May 2023, we carried out an inspection. The report and inspection outcome will be published in due course. Following the inspection, we served a welfare requirements notice on 31 May 2023. 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 8 June 2023:

- improve knowledge of the processes to follow if concerns are raised about the suitability of a member of staff
- implement an effective system to ensure all children have a key person, at all times and share this information with parents
- ensure staff deployment is effective to improve the organisation of routines to ensure children receive the right level of care and support they require
- ensure that staff to child ratios and the staffing qualification requirements are met at all times
- ensure children are always supervised by implementing effective staffing arrangements to

meet the needs of all children to ensure their safety

- improve staff knowledge of, and the arrangements in place for sleeping children, in line with the latest government guidance to ensure children are kept safe
- improve staff knowledge of how to manage children's behaviour in an effective manner and to ensure that children are supported to learn about their emotions and how their actions affect others.
- ensure that half of all staff that work with children under two have relevant experience and receive training that specifically addresses the care of babies
- improve complaints processes to ensure that complainants are aware of the outcome within 28 days and keep this log

On 14 May 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. The inspector found that ratios were met, this included the appropriate qualified number of staff. Staff deployment was effective in ensuring children were adequately supervised and their needs were met. New staff have joined, and the provider is still in the process of recruiting more suitability trained staff. This currently means that they are included in the ratios. Training has been undertaken by staff which supports the development needs of the children, especially for staff who are working in the baby room. All staff follow the safe sleep guidelines and have received training.

A key worker system has been implemented. This is still in its infancy and staff are gathering more information about children from parents so they can plan and provide a curriculum to support children's development in line with their interests. Information has been shared with parents about the changes in key worker for their children.

The provider complaints policy and log are up to date. Changes have been made to the safeguarding policy to ensure it is robust and fully in line with local authority procedures. Staff demonstrate a good understanding of what action they would take if they had concerns about children in their care. In addition, staff were able to talk confidently about the procedures to follow if they had concerns about adults working with children to ensure the safety of the children.

We are satisfied the provider has met the safeguarding and welfare actions raised. The provider is still registered with Ofsted. The next steps will be a further full inspection.

### **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](#).