

## **Complaint about childcare provision**

Ref: 309600/5390375

Date: 7 July 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 28 March 2023, we carried out an inspection and found the provider was not meeting some of the requirements of the 'Statutory framework for the early years foundation stage'. The overall effectiveness of the provision was judged to be inadequate requiring enforcement. The inspection report sets out the actions the provider was required to take to meet the requirements. Following the inspection, we served a welfare requirements notice. This is a legal notice that requires the provider to take actions within the timescales set out.

On 14 April 2023, we carried out a regulatory visit. The focus of the visit was to check the provider had met the safeguarding and welfare actions raised at their previous inspection. During the visit, we found the provider had met the safeguarding and welfare actions.

The provider had taken steps to ensure children's safety. For example, the provider had obtained criminal record checks for all those working directly with children. A member of staff who has a current paediatric first-aid certificate is always on the premises and available when children are present, and first-aid boxes now meet requirements. The manager has supported staff to understand how to effectively meet the needs of children with special educational needs and/or disabilities, promote positive behaviour and provide for children's intimate care. Appropriate supervision arrangements have been put in place for staff to help them fulfil their roles and responsibilities.

Additionally, during the regulatory visit of 14 April 2023, we found new areas of concern. The designated safeguarding lead had not attended a suitable child protection training course and a suitable safeguarding policy was not in place. As a result, leaders and staff do not understand the local safeguarding partnership procedures to follow should they need to act swiftly to identify and protect children who may be at risk of harm.

In relation to the new areas of concern, on 19 April 2023, we served a welfare requirements notice. The provider will be able to give parents further information about this. Actions needed by 11 May 2023:

- implement a safeguarding policy and procedure that is in line with the local safeguarding

partners guidance

- ensure the designated safeguarding lead attends a child protection training course that enables them to follow the local safeguarding partnership procedures to protect children.

On 12 May 2023, we carried out a regulatory visit. The focus of the visit was to check the provider had met the safeguarding and welfare actions raised at the [PG1] previous visit. During the visit, we found the provider had met the safeguarding and welfare actions.

The provider had implemented a safeguarding policy and procedure that was in line with local safeguarding partners guidance. Additionally, staff had improved their knowledge of the local safeguarding partners procedures.

During the regulatory visit of 12 May 2023, we found new areas of concern. There was no named deputy capable and qualified to take charge in the manager's absence.

In relation to the new areas of concern, on 16 June 2023 we served a welfare requirements notice. The provider will be able to give parents further information about this. Actions needed by 23 June 2023:

- ensure there is a named deputy who is capable and qualified to take charge in the manager's absence.

On 27 June 2023, we carried out a regulatory telephone call. The focus of the call was to check the provider had met the safeguarding and welfare action raised at the previous visit. During the visit, we found the provider had met the safeguarding and welfare action.

The provider had taken steps to ensure there is a named deputy to take charge in the manager's absence. The manager had supported the deputy manager to understand their role and responsibility.

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