

## **Complaint about childcare provision**

Ref: EY561106/5486573

Date: 21 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 11 and 12 July 2023, we received concerns that the provider was not meeting some of these requirements.

On 14 July 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 26 July 2023:

ensure staff are aware of the local safeguarding partnership (LSP) reporting procedures and what to do in the event of an allegation being made against an adult or child

improve staff's knowledge of the possible signs and symptoms of abuse and make sure that they have an up to date understanding of all safeguarding issues

ensure staff have a good knowledge and understanding of the 'Prevent' duty guidance for England and Wales

record information about the Disclosure and Barring Service check for each staff member, including the reference number, the date the check was obtained and details of who obtained it

implement effective induction procedures and make sure that all staff understand their role and responsibility with regards to child protection

ensure there is a manager or deputy manager in the nursery or an individual who, in their judgement, is capable and qualified to take charge in their absence

ensure there is an effective key-person system in place and make sure that every child's care is tailored to meet their individual needs

manage young children's behaviour and emotional needs in an appropriate way

ensure staff records are easily accessible and available to those who have a right or professional need to see them.

We will monitor the provider's response to ensure the actions are successfully completed.

On 27 July 2023, the provider responded to the actions set. We found that the provider had carried out training with staff to help improve their knowledge and understanding of child protection procedures, safeguarding matters and the 'Prevent' duty guidance. The provider has implemented improved induction procedures and re-visited behaviour management training for all staff and reviewed the key person system. Records about Disclosure and Barring Service checks for staff members were in place and information was seen to show that some checks were being obtained. The provider understands their responsibility to ensure that a manager, deputy manager, or an individual who, in their judgement, is capable and qualified to take charge in their absence. Staff records are available to see.

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](#).