

Complaint about childcare provision

Ref: EY357231/5547369

Date: 10 November 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 29 September 2023, we received concerns that the provider was not meeting some of these requirements.

On 11 October 2023, we carried out a regulatory telephone call. We found the provider had taken some steps to put matters right but was not meeting some of the requirements. We have issued actions for the provider to take.

Actions needed by 19 October 2023

- implement an effective induction programme for all staff to ensure they have the knowledge and understanding required to fulfil their roles and responsibilities.

On 19 October, the provider responded to the action set. The provider confirmed they had reviewed the induction procedures and spoken to staff about the necessity of following policies and procedures.

On 31 October 2023, we received further information that the provider was not meeting the requirements for registration.

On 1 November 2022, we carried out a regulatory visit and on 2 November 2023 we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We 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.

Actions needed by 17 November 2023:

- ensure that staff understand and implement safe practices, particularly with regards to protecting children's privacy
- ensure that the lead practitioners for safeguarding have a clear understanding of their roles and responsibilities and are equipped with the knowledge and skills to advice and

guide staff on safeguarding matters

- ensure that the staff team, including managers, are trained to understand and implement the setting's safeguarding policies and procedures and know when and how to escalate matters to protect children's welfare
- ensure that leaders and managers understand the responsibility to inform Ofsted in the event of an allegation
- ensure that recruitment processes are robust to determine staff suitability for their roles
- ensure that induction processes are robust and all staff including managers have a clear understanding of their roles and responsibilities
- ensure that the arrangements to monitor managers' and staff ongoing practice is robust and supervision is effective to identify any issues and address them swiftly
- ensure that staff deployment is consistently effective to meet the needs of individual children
- ensure that effective systems are in place to maintain confidentiality of children's information and all staff including key persons understand their roles and responsibilities in this regard.

On 20 November 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. We found that the provider has ensured that staff follow safe practices particularly with regards to children's privacy and are deployed effectively to meet children's needs. The provider has ensured that the lead practitioners for safeguarding and the staff team understand the procedures to follow, should they have concerns for children's welfare. Leaders and managers have improved their knowledge and understanding of the procedures to follow in the event of an allegation and the responsibility to inform Ofsted. The provider has reviewed and improved the recruitment and induction processes to ensure these are robust. The provider ensures that staff are supervised effectively. The provider has taken appropriate steps to improve staff understanding of their responsibility to maintain confidentiality of children's records.

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](#).