

Complaint about childcare provision

Ref: EY268507/5476776

Date: 22 December 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 27 June 2023, we received concerns that the provider was not meeting some of these requirements. Due to the safeguarding nature of the concerns, we immediately suspended the provider's registration because we believed children may be at risk of harm. Suspension allows time for the provider to take steps to reduce or eliminate the risk of harm to children. The provider has a right to appeal against a suspension. The provider may not provide childcare for which registration is required while the suspension is in place and may commit an offence if they do so.

On 8 August 2023, we carried out a regulatory visit while the provider was suspended. We lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension. We are satisfied that the identified risk of harm to children has been removed. However, we found the provider was not meeting some requirements relating to staff training and induction, and behaviour management strategies.

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.

Actions needed by 1 September 2023

- ensure all staff, including those supplied by an agency, have an appropriate induction so that they have the required knowledge and fully understand their roles and responsibilities
- ensure all staff, including those supplied by an agency, are provided with effective supervision, coaching and training to promote the interests of all children, including those with special educational needs and/or disabilities and improve the quality of experiences that all children receive
- ensure effective behaviour management strategies are in place and train all staff, including those supplied by an agency and all managers, to fully understand how to

consistently manage children's behaviour.

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

On the 7 September 2023, we carried out a regulatory monitoring visit. We found the provider had met some of the safeguarding and welfare actions but not others. For example, the provider has provided staff with training on behaviour management and staff are aware of strategies to use to support children's behaviour. However the provider had not taken enough action to ensure that induction and supervision arrangements are effective. We have served another 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 6 October 2023

- implement the current plans for induction to ensure all staff, including those more senior, receive an effective induction so that they have the required knowledge and skills to fulfil all aspects of their role
- ensure all staff are provided with effective supervision, coaching and training to improve the quality of experiences that all children receive, including those with special educational needs and/or disabilities.

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

On 12 October 2023, we carried out a regulatory monitoring visit. We found the provider had met some of the safeguarding and welfare actions but not others. The provider has improved the arrangements for staff induction to ensure they understand their roles and responsibilities. However, staff supervision is still not effective in improving the quality of experiences that children receive.

Additionally, during the regulatory monitoring visit on 12 October 2023, we found new areas of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage. In relation to the new areas of concern, on 12 October 2023, we have served another 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 10 November 2023

- ensure all staff are provided with effective supervision, coaching and training to improve

the quality of experiences that all children receive, including those with special educational needs and/or disabilities

- ensure the arrangements for settling children in are effective so that key persons can support children's individual needs to help them to settle quickly and become emotionally secure
- ensure all children are within site or hearing at all times so that they are appropriately supervised to keep them safe
- maintain all records to ensure the safe and efficient management of the setting, with specific reference to ensuring children's attendance records are accurate and show children's hours of attendance
- ensure staff consistently encourage children to drink water and to follow appropriate hand washing routines to promote their good health and prevent the spread of infection.

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

On 16 November 2023, we carried out an inspection and found the provider was not meeting some of these requirements. The report and inspection outcome will be published in due course. Following the inspection we served a welfare requirements notice on 30 November 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 14 December 2023:

- ensure staff practice is consistently monitored, and provide them with effective supervision to raise the quality of teaching to improve experiences for all children
- improve how staff plan and organise the premises, environments and routines to meet the needs of the children
- support all staff to use consistent strategies to manage children's behaviour that help them to understand expectations and boundaries
- ensure children are adequately supervised at all times to ensure their safety.

On 18 December 2023, we carried out a visit and found the provider had met some of the safeguarding and welfare actions but not others. We found that the provider has taken appropriate action to improve the organisation of the environment, premises and routines to meet the needs of children. We found that children are adequately supervised at all times to

ensure their safety. We found the provider has not taken enough action to help staff use consistent strategies with children to help them understand expectations and boundaries for behaviour. Staff supervision are not effective in raising the quality of teaching and improving experiences for children. The actions the provider was not meeting at the visit will be monitored at the next inspection.

On 18 March 2024, we carried out an inspection and found the provider was not meeting some of these requirements. The overall effectiveness of the provision was judged to be inadequate. 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 the actions below within the timescales set out. The provider will be able to give parents further information about this.

On 22 April 2024, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions and learning and development actions, raised at their last inspection. We found that the provider had improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities. Improvements to how staff communicate with parents have been made. Staff have received focused supervision with leaders to help improve their practice. Staff have received training about behaviour management and are beginning to embed this into their practice. Children freely access fresh drinking water and meals are healthy. The special educational needs co-ordinator has strengthened how she shares information with staff to ensure a collaborative approach to the children's learning. 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](#).