

Complaint about childcare provision

Ref: EY370891/5814004

Date: 16 October 2024

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 August 2024, we received concerns that the provider was not meeting requirements relating to Safeguarding policies and procedures.

On 5 September 2024, 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.

Actions needed by 4 October 2024:

- ensure all staff understand and implement the safeguarding policy and procedures to enable them to identify, manage and respond to allegations in a timely way
- ensure that the lead safeguarding practitioner(s) understands their responsibility to liaise with local statutory children's services agencies, and with the local safeguarding partnership
- demonstrate that a record of any occasion where physical intervention is used is kept and that parents and/or carers are informed of any such instance
- support staff to develop strategies to help them manage children's behaviour in an appropriate manner and support children's development of self-regulation skills
- ensure that arrangements for supervisions foster staff well-being and identify solutions to issues that may arise
- demonstrate that appropriate records are maintained when working with other professionals such as police and social services.

On 14 October 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 raised at their last visit.

We found that the provider had improved their knowledge and understanding of their safeguarding policies and procedures. Leaders now understand their responsibility to liaise with, and follow the advice of the statutory safeguarding agencies. Additionally, the provider had ensured that staff have up to date child protection knowledge to help them identify, manage and refer any concerns they have about children's welfare. The provider has made improvements to record keeping, ensuring that detailed and accurate records of work with other professionals is evidenced. Furthermore, managers now understand and can demonstrate that a record of any occasion where physical intervention is used is kept and that parents and/or carers are informed of any such incident. Staff now benefit from supervision and coaching that supports their well-being and identifies solutions for any issues they may encounter. Managers have supported staff to understand the role they play in helping children to develop self-regulation skills.

The information gathered suggests that the provider is now meeting the requirements of their registration. 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](#).