

Complaint about childcare provision

Ref: EY413549/5297258

Date: 6 December 2022

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 07 November 2022, we received concerns that the provider was not meeting some of these requirements.

On 01 December 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served 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 19 December 2022:

- take action to ensure all managers and staff understand the setting safeguarding procedures, and know how to respond to any child protection concerns in an appropriate and timely manner
- ensure that the person who takes the lead responsibility for safeguarding has sufficient training and knowledge to implement the child protection policy effectively and support staff's understanding of all safeguarding issues
- ensure all staff, including the person who takes the lead responsibility, have a secure knowledge and understanding of the signs that might indicate children are at risk of

harm, in line with the local safeguarding partners guidance and procedures

- ensure the person who takes the lead responsibility, take's action to notify agencies in a timely manner where there are concerns about children's safety and welfare
- develop effective and robust recruitment procedures to assess staff's suitability and ensure all adults looking after children are suitable to fulfil the requirements of their role
- ensure that all staff have undergone an enhanced criminal records check to assure suitability for their role
- ensure managers inform staff they are expected to notify the provider of anything that may affect the staff's ongoing suitability
- ensure information on all vetting processes undertaken for staff is accurately recorded and followed up swiftly
- ensure all managers and staff have effective support, supervising and coaching, to promote the interests of children, and ensure they have a clear understanding of their roles and responsibilities
- ensure the management systems for supervision are robust to mentor, monitor and supervise staff to identify and address issues as they arise, and provide coaching to improve staff's personal effectiveness
- ensure the key person system is effective to always meet the needs of individual children

- ensure arrangements for the deployment of staff is effective in order to meet the needs of all children
- ensure that one member of staff holds a level 3 qualification and at least half of all other staff are qualified to level 2 who work directly with children under two years old
- ensure that one member of staff holds a level 3 qualification and at least half of all other children are qualified to level 2 who work directly with children who are aged three and over
- take action to promote the good health of all children, putting appropriate steps in place to prevent the spread of infection
- ensure children's behaviour is managed appropriately and consistently by all staff
- take action to improve the arrangements of the routine so that all children have provision to outdoor activities
- implement a rigorous system for risk assessment to ensure the safety of all children and identify, remove, or minimise, all risks and hazards to children's and staff's health and safety
- take action to ensure arrangements are put in place to consistently support all children with special educational needs and/or disabilities and are in line with special educational needs code of practice.

The provider resigned before we were able to monitor the actions set and will be able to give parents further information about this. The provider is no longer 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](#).