

Complaint about childcare provision

Ref: EY283199/5613817

Date: 12 January 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 13 December 2023, we received concerns that the provider was not meeting some of these requirements. On 15 December 2023, we carried out a regulatory visit. We found the provider was meeting requirements and we did not need them to take any action.

On 18 December 2023 we received additional concerns. On 11 January 2024 we carried out a second regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 30 January 2023:

- improve recruitment and vetting procedures by obtaining disclosure and barring service (DBS) checks for all staff at the earliest opportunity
- ensure that all children are adequately supervised at all times, including when they are in the sensory play room
- increase staffs knowledge and skills relating to supporting, understanding, and managing children's behaviour in appropriate ways
- ensure you keep a record of any occasion where physical intervention is used to manage children's behaviour, and inform parents and/or carers on the same day, or as soon as reasonably practicable.

The provider responded to say that they had made changes to their recruitment and vetting procedures by obtaining disclosure and barring service (DBS) checks and two references, prior to new members of staff working under supervision with children.

The provider has set up a regular digital reminder for staff relating to their deployment across the setting, to ensure that all children are adequately supervised at all times. Staff have also been reminded, and a notice displayed to ensure that children are not

unsupervised in the sensory play room.

The provider will ensure that the staff supervision process includes discussions around staffs individual experiences of managing challenging behaviour and there understanding of the settings procedures in relation to behaviour. In addition, the provider works closely with the local authority, who will provide some specific behaviour support training within the setting.

The settings accidents, injuries and incidents policy has been reviewed and updated to ensure that any occasion where physical intervention is used to manage children's behaviour is recorded. Also that parents and/or carers are informed of any incidents on the same day, or as soon as reasonably practicable.

We are satisfied with the action taken by the provider. 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](#).