

Complaint about childcare provision

Ref: 2613330/5847183

Date: 19 December 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 8 and 16 October 2024, we received concerns that the provider was not meeting requirements relating to: Safeguarding procedures, Suitable people, Qualifications, training, support and skills, Key person, Staff: child ratios, Health, Supporting and understanding children's behaviour, Safety and suitability of premises environment and equipment, Information and record keeping, Changes that must be notified and Learning and Development Considerations.

On 14 November 2024, we carried out a regulatory visit and on 18 November 2024, we carried out a regulatory telephone call. We found that new leaders had taken action to ensure staff had the confidence to raise safeguarding concerns and implement whistleblowing procedures. We also found that there are enough staff available to care for the children. All children have a named key person who offers a settled relationship and supports children in their learning and development. Written records of accidents and injuries are completed and shared with families. Risk assessments are now effective. Staff have implemented robust procedures to ensure children are kept safe when returning from the outdoor play area. We found that staff understand how to support children's behaviour in an appropriate way. We also found that appropriate arrangements are in place to support children with Special Educational Needs and Disabilities.

We found that 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 17 January 2025:

- ensure appropriate arrangements are in place for the supervision of staff who have contact with children and families

- ensure at least half of all staff who work with children under two have received training that specifically addresses the care of babies
- ensure relevant information is shared with parents without delay

On 19 December 2024, the provider responded to the actions set. We found the provider has improved the arrangements for the supervision of staff who have contact with children and families. The provider has ensured that at least half of all staff who work with children under two receive training that specifically addresses the care of babies. The provider has also ensured that relevant information is shared with parents without delay. 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](#).