

Complaint about childcare provision

Ref: EY334366/5791856

Date: 7 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 30 July 2024, we received concerns that the provider was not meeting requirements relating to Safeguarding policies and procedures and Concerns about children's safety and welfare.

On 1 August 2024, we carried out a regulatory telephone call. We found the provider was not meeting some of these 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 16 August 2024:

- ¿ ensure that the policies and procedures to keep children safe are understood and implemented correctly, including in relation to any allegation against staff
- ¿ ensure procedures for complaints are implemented and understood by leaders
- ¿ ensure that leaders understand their roles and responsibilities to keep children safe and how to identify signs and symptoms of child abuse
- ¿ improve induction training to help staff to understand their roles and responsibilities, in particular how care for younger children
- ¿ take steps to ensure those handling and serving food are competent to do so.

On 16 August 2024, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of safeguarding procedures. The provider also held a meeting with the Local Authority Designated Officer. They have improved their understanding of how to implement the complaints procedure. However, the procedures for improving induction and ensuring leaders understand their roles and responsibilities required further monitoring.

On 26 September 2024, we carried out a further monitoring visit. We found that leaders had not ensured that staff understand their roles and responsibilities, in particular how to care for younger children. Therefore, this requires further monitoring. We have served another welfare requirements notice.

Action needed by 10 October 2024:

• ensure staff receive training to help them to understand their roles and responsibilities, in particular how to care for younger children.

On 10 October 2024, the provider responded to the action set and, on the 17 October 2024, we carried out a monitoring visit. We found that the provider had improved staff knowledge and understanding of their roles and responsibilities, in particular how to care for younger children. 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](#).