

Complaint about childcare provision

Ref: EY486757/5746680

Date: 13 June 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 3 June 2024, we received concerns that the provider was not meeting some of these requirements.

On 5 and 6 June 2024, we carried out regulatory visits. We found the provider was not meeting some of the requirements. We have served a welfare requirement 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 8 July 2024:

ensure all managers are clear about how to effectively manage an allegation made against an individual that works with children

ensure staff are suitable and have the relevant training and have passed any required checks to fulfil their roles

make sure all staff have up to date, relevant vetting checks completed and followed up where necessary to assure their suitability to have access to children

improve all staff's understanding of child protection procedures so they know to refer to agencies with statutory responsibilities in line with local procedures

make sure all staff (regardless of position) have induction to help ensure they have a clear understanding of their roles and responsibilities

put appropriate arrangements in place for the supervision of all staff to foster a culture of mutual support, teamwork, and continuous improvement as well as address sensitive issues to improve personal effectiveness

implement a fully embedded key person approach so that every child's care is tailored to meet their individual needs and communicated between staff to maintain continuity

improve staffing arrangements to ensure deployment of staff is effective that meets the needs of all children

ensure there is robust oversight and monitoring of the arrangements for children with special educational needs and or disabilities, so that intervention happens at the earliest opportunity to help children with delays in their development

ensure information and records are kept up to date and well maintained for the safe and efficient management of the setting

ensure action is taken to meet duty of care towards staff, to provide appropriate support and promptly address any issues of poor conduct.

On 12 July 2024, we found the provider had met some of the safeguarding and welfare

actions but not others. We have served another welfare requirement 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 31 July 2024:

implement a fully embedded key person approach so that every child's care is tailored to meet their individual needs and communicated between staff to maintain continuity

improve staffing arrangements to ensure deployment of staff is effective that meets the needs of all children.

On 5 August 2024, the provider responded to the actions set. We found the provider had improved key person arrangements and staff deployment to meet the needs of 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](#).

