

Complaint about childcare provision

Ref: 2699855/5630993

Date: 19 February 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 10 January 2024, we received concerns that the provider was not meeting some of these requirements. On 23 January 2024, we carried out a regulatory visit. We found that the provider was not meeting some of the requirements. We have served a welfare requirements 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 10 February 2024:

implement effective and robust recruitment and vetting procedures to assess staff's suitability and ensure all adults looking after children are suitable to fulfil the requirements of their role, including adults whose suitability has not been checked

implement effective risk assessments to ensure unvetted staff waiting for checks do not have unsupervised access to children

improve all staff's understanding of child protection matters and know who to raise concerns to in line with local procedures

make sure all staff have appropriate and robust induction, to help them have a clear understanding of their roles and responsibilities

put appropriate arrangements in place for the supervision of all staff who have contact with children and families to improve personal effectiveness

take steps to ensure that the staff team understand the role of the key person to help ensure that every child's individual needs are met continuously

implement special educational needs support plans that precisely identify strategies that meet the needs of children who have delays in their development

ensure risk assessment identifies risks in the play environment and take steps to mitigate these

ensure records are secure in line with data protection requirements as well as accessible and available to those who have a professional need to see them.

On 13 February 2024, we found the provider had met some of the safeguarding and welfare actions but not others. We have therefore re-issued the welfare requirements 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.

Action needed by 26 February 2024:

implement special educational needs support plans that precisely identify strategies that meet the needs of children who have delays in their development

ensure risk assessment identifies risks in the play environment and take steps to mitigate these.

On the 28 February 2024 the provider responded to the actions set. We found the provider had improved their special educational needs provision and also taken steps to ensure risk assessment is robust. This is to ensure the premises, resources and activities on offer are safe, secure and suitable.

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](#).