

Complaint about childcare provision

Ref: 2770637/5725168

Date: 20 May 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 7 May 2024, we received concerns that the provider was not meeting some of these requirements.

On 7 May 2024, we carried out a 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 20 May 2024:

- ensure safeguarding policies and procedures are followed

- provide all staff with safeguarding training so they understand the safeguarding policy and procedures and have an up-to-date knowledge of safeguarding issues

- ensure that risk assessments are understood and implemented by all staff to keep children safe at all times

- ensure all staff receive a thorough induction so that they have a clear understanding of

how to keep children safe

- ensure staff receive effective supervision which provides support, coaching and training and promotes the interests of children

- ensure the named deputy manager has a full understanding of how to fulfil all aspects of the role and is capable to take charge in the manager's absence

- ensure that the needs of children with special educational needs and/or disabilities are met, for example, through agreed strategies that are shared with all staff to ensure that they are consistently implemented

- ensure that all required information and records are accessible and made available upon request to promote the safe and efficient management of the setting.

We will monitor the provider's response to ensure the actions are successfully completed.

Additionally, on 9 May 2024, we received new areas of concern.

We suspended the provider's registration on 10 May 2024, because we believe children may be at risk of harm. Suspension allows time for the provider to take steps to reduce or eliminate the risk of harm to children. The provider has a right to appeal against a suspension. The provider may not provide childcare for which registration is required while the suspension is in place and may commit an offence if they do so.

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](#).