

Complaint about childcare provision

Ref: 2779185/5652658

Date: 13 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 5 January 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 27 May 2024:

improve safer recruitment processes so that all vetting check queries are followed up and completed in a timely way to be assured of staff suitability

ensure all designated safeguarding leads and staff have up to date knowledge about current child protection issues

ensure all staff receive induction and relevant subsequent training that is monitored to help them understand their roles and responsibilities

improve staff supervision arrangements to address gaps in professional knowledge and offer specific coaching and support to help raise practice to the highest level

improve processes for addressing and taking appropriate action when discussing sensitive issues via supervision meetings so that the ongoing suitability of staff is assured

take steps to fully embed the key person approach so in the absence of a key person, cover staff receive all information about children's individual needs so continuity of care and education prevails

ensure staff implement children's special educational needs support plans consistently.

On 25 May 2024, the provider responded to the actions set. We found that the provider had improved safer recruitment processes, taken steps to ensure leaders and staff have up to date knowledge about child protection issues and revised supervision arrangements so leaders have greater oversight and governance of operational practice of the setting. We are satisfied the provider has met the safeguarding and welfare actions raised. The provider is still registered with Ofsted.

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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](#).