

Complaint about childcare provision

Ref: EY551833/5734468

Date: 7 August 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 <http://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 17 May 2024, we received concerns that this provider was not meeting some of the requirements.

On 11 July 2024, we carried out a regulatory telephone call and on 30 July 2024, we carried out a regulatory visit. We found that provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give further information about this.

Actions needed by 14 August 2024:

- review induction procedures to ensure that all staff are supported through effective training and support in order to fulfil their roles and responsibilities effectively
- ensure full verification of all staff qualifications to establish that they are relevant for their role
- ensure that Ofsted are notified of changes to directors of the company and appropriate suitability checks are completed
- ensure that risk assessments identify potential risk to children and are used to inform staff practice across the setting.

On 13 August 2024, the provider responded to the actions set. We found that the provider had reviewed the induction procedures to ensure that all identified staff receive specific training for working with babies. Induction now ensures staff receive regular support from leaders to review their progress. All staff qualifications have been checked against the DfE's criteria for early years qualifications. In addition, recruitment procedures have been reviewed to ensure all early year's qualifications are full and relevant prior to appointing. Ofsted have now been notified of changes to company directors and suitability checks are to be completed. Finally, a full review of risk assessments has been completed and now also consider effective hygiene practice during intimate care in order to reduce the risk of cross contamination.

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](#).