

## **Complaint about childcare provision**

Ref: 2580385/5866418

Date: 8 November 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](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 31 October 2024, we received concerns that the provider was not meeting requirements relating to the providers safeguarding policies and procedures.

On 1 November 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements 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. The provider is still registered with Ofsted.

Actions needed by 28 November 2024:

- ensure senior leaders and individuals responsible for child protection matters report concerns about children's safety or welfare to the local authority children's social care team, consistently and without delay
  
- improve processes for safer recruitment and suitable people matters to ensure robustness is in place for the safe and efficient running of the provision

- take steps to strengthen staff's understanding of the role of the key person to help ensure that every child's individual needs are met continuously
  
- put steps in place to improve arrangements for the supervision of children and ensure their safety
  
- improve arrangements so all staff are clear how to support, understand, and manage children's behaviour in an appropriate way
  
- ensure any accidents children sustain at the provision are followed up, recorded, and reported in a timely manner
  
- ensure all staff have the knowledge required to enable them to respond appropriately in an emergency
  
- take action to implement a rigorous system for risk assessment to ensure staff robustly know how to identify hazards and manage these effectively and promptly, so that children are not exposed to risks.

On 19 and 21 November 2024, we received further concerns that the provider was not meeting requirements relating to the health of children.

On 26 November 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a further welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions needed by 29 November 2024:

- ensure a robust and effective policy and procedure is in place for administering medication, as well as what to do in the event children are taken ill at the setting, is fully understood and consistently implemented by all staff
  
- ensure that clear procedures are in place to always record medicine administered to children
  
- take all necessary steps to keep children, particularly those with healthcare needs, safe and well.

On 27 November 2024, the provider notified us of their wish to resign their registration. Consequently, we were not able to monitor the actions raised.

They are no longer a registered childcare provider.

### **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](#).