

Complaint about childcare provision

Ref: EY479787/5872683

Date: 12 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 26 August and 6 September 2024, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, key person, accident and injury, information and record keeping, supporting and understanding children's behaviour, complaints and safety and suitability of premises, environment and equipment.

On 7 October 2024, we carried out a regulatory visit, and on 8 October 2024, we carried out a regulatory telephone call. 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 22 November 2024:

- improve key-person arrangements when there are staff changes to ensure that each child's care is tailored to meet their individual needs
- ensure that the arrangements to support children with Special Educational Needs and Disabilities (SEND) are implemented effectively by all staff
- improve risk assessment arrangements to ensure that all risks to children's safety are identified and actions are taken to remove or minimise these.

On 29 November 2024, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised.

We found that the provider had taken steps to improve key-person arrangements, including when there are staff changes. Leaders have supported staff to develop their understanding of their role as a key person. There have been improvements made to the arrangements for supporting for children with SEND. Staff have developed their understanding of how to implement these arrangements effectively. The provider has improved risk assessment arrangements and organised support for staff, to develop their understanding of identifying

and minimising potential risks and hazards.

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](#).