

## **Complaint about childcare provision**

Ref: 2736641/5876785

Date: 26 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 24 October 2024 and 15 November 2024, the provider notified us about safeguarding policies and procedures. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any allegations made against staff.

On 12 and 13 November 2024, we received concerns that the provider was not meeting requirements relating to Safeguarding policies and procedures, Suitable people and Qualifications, training, support and skills.

On 19 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.

Actions needed by 29 November 2024:

- ensure that there is effective oversight of the setting to promote a positive culture of safeguarding
- ensure that all staff understand and can recognise inappropriate conduct or behaviour of other members of staff which may impact on the safeguarding of children
- ensure that all staff understand the procedures to follow to report any concerns they may have, including about inappropriate conduct or behaviours of other members of staff which may impact on the safeguarding of children
- implement effective policies and procedures that ensure the safeguarding of all children, with particular regard to managing allegations against staff
- implement robust arrangements to monitor staff's practice in order to identify and address weaknesses, including inappropriate conduct and behaviour which may impact on the safeguarding of children

- provide staff with effective supervision and support that addresses and relieves them of pressures they face.

We will monitor the provider's response to ensure the actions are successfully completed. The provider is still registered with Ofsted.

On 4 December 2024, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures. Leaders had implemented more robust monitoring procedures for all staff to enable them to better understand their responsibilities to recognise and report any inappropriate conduct or behaviour of other members of staff that may impact the safeguarding of children. Leaders had reviewed how staff practice is monitored and implemented robust procedures to raise the quality of staff practice.

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](#).