

Complaint about childcare provision

Ref: 2635566/5831482

Date: 25 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 18 September 2024, we received concerns that the provider was not meeting requirements, including those in relation to qualifications, training, support and skills, safeguarding policies and procedures, and staff:child ratios.

On 30 September 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We served a 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 21 October 2024:

- ensure that allegations against staff are referred in a timely manner, in line with the procedures of the local safeguarding partnership
- ensure all staff, including the designated safeguarding leads, have robust safeguarding knowledge to enable them to respond and escalate concerns in a timely and appropriate manner
- ensure there is a named deputy onsite who is capable and has the necessary skills to take charge in the manager's absence.

On 25 October 2024, we carried out a regulatory visit. We found that the provider had ensured that there was a manager or a named deputy manager onsite at all times. They had also referred allegations against staff in line with the local safeguarding partnership. Additionally, we found that the provider had not met one of the actions within the notice. We served another welfare requirements notice.

Actions needed by 18 November 2024:

- ensure all staff, including the designated safeguarding leads, have robust safeguarding knowledge to enable them to respond and escalate concerns in a timely and appropriate manner.

On 18 November 2024, we carried out a regulatory visit. We found the provider had met the safeguarding and welfare action. They had provided all staff with additional training and support to improve their safeguarding knowledge. Additionally, during the visit, we found new areas of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage.

In relation to the new areas of concern, on 18 November 2024, we served a welfare requirements notice.

Actions needed by 30 December 2024:

- ensure records, including those in relation to suitability of staff, are easily available for those who have a right and professional need to see them.
- ensure the special educational needs and/or disabilities coordinators are provided with the relevant skills and training to enable them to effectively support children with delays in their development.

On 6 January 2025, the provider responded to the actions set. We found that the provider had strengthened training and support for the special educational needs and/or disabilities coordinators to help them in their role. Additionally, the provider ensured that appropriate information and records were available for inspectors upon request. 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](#).