

## **Complaint about childcare provision**

Ref: 2607547/5873570

Date: 13 December 2024

### **Summary of outcome**

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 8 November 2024, we received concerns that this provider was not meeting requirements relating to suitable people matters.

On 11 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.

Additionally, we suspended the provider's registration on 11 November 2024 because we believe children may be at risk of harm. Suspension allows time for the provider to take steps to reduce or eliminate the risk of harm to children. The provider has a right to appeal against a suspension. The provider may not provide childcare for which registration is required while the suspension is in place and may commit an offence if they do so.

Actions needed by 26 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

ensure all staff understand their safeguarding training, and improve their knowledge of wider child protection issues and associated indicators to keep children safe from harm

implement support for managers and staff to undertake appropriate training and professional development opportunities to ensure they understand their roles and responsibilities

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 meet qualification requirements as outlined by the EYFS

improve arrangements so all staff are clear how to support, understand, and manage children's behaviour in an appropriate way

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

ensure records for the safe and efficient running of the provision are easily accessible and available to those who have a right and professional need to see them.

On 29 November 2024, we lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension. We are satisfied that the identified risk of harm to children has been removed.

Additionally on 29 November 2024, we found the provider had met some of the

safeguarding and welfare actions but not others. We have reissued the Welfare requirement notice.

Actions needed by 3 January 2025:

ensure all staff understand their safeguarding training, and improve their knowledge of wider child protection issues and associated indicators to keep children safe from harm

implement support for managers and staff to undertake appropriate training and professional development opportunities to ensure they understand their roles and responsibilities

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

improve arrangements so all staff are clear how to support, understand, and manage children's behaviour in an appropriate way.

On 6 January 2025, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures. Furthermore, action has been taken to provide staff with relevant ongoing training and support to help them understand and implement their roles and responsibilities. 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](#).