Complaint about childcare provision

Ref: 2775233/5770550

Date: 27 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 3, 5 July and 3 September 2024, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, suitable people, qualifications, training, support and skills, staff: ratios, safety and suitability of premiss environment and equipment, and information and record keeping.

On 3 July 2024, we carried out a regulatory telephone call. We conducted further regulatory visits on 16 July and 21 November 2024. We found the provider was not meeting some of the requirements.

On 22 November 2024, 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. The provider will be able to give parents further information about this.

Actions needed by 13 December 2024:

- devise and implement safeguarding policies and procedures, and ensure that these align with the guidance and procedures of the local safeguarding partners (LSP)
- implement a policy and procedure for the safe use of mobile phones, cameras and other devices with imaging and sharing capabilities
- ensure all staff understand emerging concerns about children's welfare and that this promptly referred to the appropriate agencies for safeguarding
- ensure that leaders and managers understand the requirements of the Early years foundation stage to promote effective leadership, management and oversight of the setting which protects children's safety and welfare
- ensure robust vetting and recruitment procedures are implemented to make sure that all staff have the necessary skills and expertise for their role
- train all staff to understand safeguarding policies and procedures and ensure that they

have an up-to-date knowledge of safeguarding issues

- ensure that the lead practitioners for safeguarding fully understand their roles and responsibilities and gain the knowledge required to identify, understand and report child protection concerns, in line with the LSP guidelines
- put appropriate coaching, guidance and supervision arrangements in place for all staff, including managers
- take necessary steps to improve the security of the premises to prevent unauthorised persons from entering or children being able to leave the premises unsupervised.
- ensure that all required information and records are easily accessible and made available upon request
- ensure that confidential information and records are held appropriately and securely to promote the privacy of children and staff

We suspended the provider's registration on 26 November 2024 because we believed 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.

We conducted a regulatory visit on 22 January 2025 and regulatory telephone calls on 11 and 12 February 2025. On 10 February 2025 the provider shared with Ofsted information in relation to improvement plans that they have implemented.

On 13 February 2025, 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.

We will continue to monitor the provider's response to ensure previous actions are successfully completed. 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.