Complaint about childcare provision

Ref: EY333183/5957041

Date: 14 March 2025

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 10 February 2025, we received concerns that the provider was not meeting requirements relating to information and record keeping, staff: child ratios, key person and suitable people.

On 28 February 2025, 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. The provider is still registered with Ofsted.

Actions needed by 8 April 2025:

- ensure that a practitioner within the setting is designated and trained to take lead responsibility for safeguarding children

- ensure that the nominated individual has effective oversight of the setting so that it is effectively managed and staff are appropriately supported

- put appropriate arrangements in place for the supervision of staff, so they receive support, coaching, and training that fosters a culture of mutual support, teamwork, and

continuous improvement and encourages the confidential discussion of sensitive issues

- ensure records are kept accurately to promote the safe and efficient running of setting, with particular regard to attendance of children and the staff who are caring for them on a daily basis

- ensure your policies and procedures to keep children safe and meet EYFS requirements are updated in line with the guidance and procedures of the relevant LSP, in particular regard to when staff have concerns about other staff or leaders

- ensure all members of the registered body submit appropriate forms to Ofsted to allow suitability checks to be undertaken.

On 18 March 2025, we received further concerns that the provider was not meeting requirements relating to suitable people and additional concerns relating to training, support and skills.

On 9 April 2025, we carried out an inspection and found the provider was not meeting some of these requirements. The overall effectiveness of the provision was judged to be inadequate. The inspection report sets out the actions the provider was required to take to meet the requirements.

On 28 May 2025, 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 at their last inspection.

We found that the nominated individual's oversight of the setting has improved. Rigorous vetting processes for new staff are in place. New arrangements have been put in place to check that those working with children are continually suitable to do so. New staff have received induction training to help them fully understand their roles and responsibilities. There is a clearly designated lead practitioner for safeguarding and this has been clearly communicated to the staff team. The lead practitioner and all staff have received a refresher to help them fully understand the safeguarding policies. The arrangements for the supervision of managers and staff have also improved.

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.