

Complaint about childcare provision

Ref: EY443421/5860073

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-foundationstage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 15, 18, 23, 25 October and 12 November 2024, we received concerns that this provider was not meeting requirements relating to: suitable people matters. On 31 October 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We served a welfare requirement 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 24 November 2024:

- improve processes for safer recruitment and suitable people matters to ensure robustness is in place for the smooth and efficient running of the provision
- ensure all staff understand their safeguarding training, and improve their knowledge of how to recognise signs of abuse and wider child protection issues to keep children safe from harm
- put steps in place to improve arrangements for the supervision of children and ensure their safety
- ensure any accidents children sustain at the provision are followed up, recorded and reported in a timely manner
- ensure all staff have the knowledge required to enable them to respond appropriately in an emergency
- 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.

On 26 November 2024 we monitored the provider's response to the actions. All actions have been met. We found the provider had taken swift action to improve safer recruitment practices to assure staff suitability, as well as improving staff knowledge and understanding of safeguarding matters to ensure requirements are met. 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](#).