

Complaint about childcare provision

Ref: 2699855/5727010

Date: 17 May 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 8 May 2024, we received concerns that the provider was not meeting some of these requirements.

On 14 May 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have 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 6 June 2024:

ensure that only individuals who have had their suitability assured have unsupervised access to children

ensure the manager and all staff organise and plan effective routines and activities so that children's learning, development, safety and wellbeing is consistently supported

improve staff deployment so all children are supervised and supported consistently across

the provision, including high risk times while children are eating

ensure that at least one member of staff holds an approved level 3 qualification who directly cares for children under two in the baby room

ensure staff practice consistently promotes the good health of the children they look after

ensure risk assessments are conducted consistently to identify and mitigate issues swiftly to assure the setting is safe and suitable at all times

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 10 June 2024, we found the provider responded to the actions set. Improvements have been made to ensure that only individuals who have had their suitability assured have unsupervised access to children. Arrangements are now in place to ensure qualification requirements have been met and staff deployment is more effective. The provider has strengthened processes around risk assessment to ensure the premises is safe, secure and suitable and staff are aware of their responsibilities to keep children safe at all times. 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](#).