

Complaint about childcare provision

Ref: 2718117/5799645

Date: 11 October 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 7 August 2024, we received concerns that the provider was not meeting requirements relating to EYFS requirements: Suitable people, Concerns about children's safety and welfare, Safeguarding training, Supporting and understanding children's behaviour, Special educational needs.

On 12 August 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 31 August 2024:

improve safer recruitment processes so that all vetting checks are followed up, completed, and recorded in a timely way to be assured that staff are suitable to work with children

ensure all staff have an up-to-date knowledge about whistleblowing and the process to follow for reporting allegations in line with organisation procedures including agencies with statutory responsibilities

improve staff's understanding how to appropriately manage and support children's behaviour to align with their individual needs

ensure fire doors are not wedged open for ventilation purposes and kept closed to remain compliant with fire safety regulations

ensure all leaders and staff understand how to recognise and respond swiftly to any potential hazards in order to maintain children's safety, with particular regard to the security of the premises.

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

On 10 September 2024, the provider responded to the actions set. We found that the provider had not met the actions robustly. We have therefore extended time for the provider to meet these.

On 18 September 2024, the provider responded to the actions set. We found that the provider had improved safer recruitment processes, improved leaders/staff knowledge and understanding of child protection procedures and how to manage an allegation, improved risk assessment arrangements, improved behaviour management. The provider is now meeting the requirements of their registration. 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](#).