

Complaint about childcare provision

Ref: 2802560/5849577

Date: 21 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 4 October 2024, we received concerns that the provider was not meeting requirements relating to Safeguarding policies and procedures; Suitable people; Health; Supporting and understanding children's behaviour and Safety and suitability of premises, environment and equipment.

On 17 October 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 31 October 2024:

ensure all staff including those who have designated responsibility for safeguarding children, attend training to support them in understanding the settings safeguarding policies and procedures, in particular when allegations are raised against staff

ensure that all staff receive induction training and ongoing supervision to help them understand their roles and responsibilities, in particular, their professional conduct and maintaining professional boundaries

ensure that every child's care is tailored to their individual needs, to help the child become familiar with the setting and offer a settled relationship for the child, in particular to support children's emotional needs.

On 31 October 2024, the provider responded to the actions set. We found that the provider had implemented further safeguarding training for the whole staff team. A staff meeting was held where discussions took place around expectations for professional boundaries. The provider has implemented a new statement within their safeguarding policy in relation to staff professional conduct and has shared this with all staff. The key person arrangements have been reviewed and discussed with staff. The provider has organised 'emotional and behavioural' development training for staff. The information gathered suggests that 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](#).