

Complaint about childcare provision

Ref: 2634340/5680446

Date: 29 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 11 March 2024, we received concerns that the provider was not meeting some of these requirements.

On 17 April 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 13 May 2024:

- ensure that only individuals who have had their suitability assured have unsupervised access to children
- improve safer recruitment processes so that all vetting checks are followed up and completed in a timely way
- ensure all staff receive induction and relevant subsequent training to help them

understand their roles and responsibilities to meet the needs of children

- improve staff supervision arrangements to address gaps in knowledge and offer specific coaching and support to address any issues and help raise practice to the highest level
- ensure staff receive support to undertake professional development opportunities to learn the role of the key person to offer children quality learning and development experiences
- put appropriate steps in place to monitor the deployment of staff so children are supervised consistently and never left unattended
- implement special educational needs support plans that precisely identify strategies that meet the needs of children who have delays in their development
- ensure risk assessments are conducted consistently to identify and mitigate issues swiftly to assure the setting is safe and suitable at all times
- ensure accurate record keeping is in place to report on children's hours of attendance.

On 15 May 2024, we found the provider responded to the actions set. Improvements have been made to ensure all vetting is followed up to assure individuals are suitable to work with children. Leaders have taken steps to improve staff deployment arrangements so children are supervised effectively. Staff have now been provided with full inductions, supervision and ongoing training opportunities to help them have a greater understanding how to fulfil their roles and responsibilities. The provider has strengthened risk assessment processes to ensure the premises is safe, secure and suitable. 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](#).