

Complaint about childcare provision

Ref: EY495172/5906955

Date: 7 February 2025

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 13 December 2024, the provider notified us about health. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant event.

On 18 December 2024, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. In respect of some areas, the provider had taken action to put this right. The provider had improved their procedures for nappy changing and recording children's personal care routines.

In respect of other areas, we served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions needed by 15 January 2025:

- improve your knowledge and understanding of the correct action to be taken, in line with local safeguarding partnership procedures, in the event of an allegation being made that a person working with children may have acted in a way that might harm a child
- ensure each child has an identified key person who is fully aware of, and can meet, their individual care needs through effective and settled relationships with them
- provide staff with induction, training and support to understand their role and responsibilities and that ensures they can offer quality care and education to all children
- ensure the deployment of staff meets children's needs and promotes their safety and wellbeing.

On 16 January 2025, we found the provider had met some of the safeguarding and welfare actions but not others.

The provider had ensured all children are allocated a key person each day and had improved their staff training arrangements. The provider had not met the actions, served in the

welfare requirement notice, relating to safeguarding policies and procedures and staff: child ratios.

We have served another welfare requirements 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 30 January 2025:

- ensure you have an up-to-date knowledge of safeguarding issues, including possible signs of abuse and that safeguarding procedures are followed without delay, and in line with local safeguarding partnership procedures
- ensure the staffing arrangements meet children's individual needs, particularly for the youngest children at the busiest times of the day.

We will monitor the provider's response to ensure the actions are successfully completed. The provider is still registered with Ofsted.

On 31 January 2025 we carried out a monitoring visit to the setting and found that the provider had met the safeguarding and welfare actions raised.

The provider and staff have updated their safeguarding knowledge, including possible signs of abuse and when to take action. They have completed training and reviewed their policies and procedures inline with the local authority safeguarding website. The provider and staff have made changes to how they support the youngest children including at the busiest times of the day. Children are now cared for in smaller groups and additional staff are available to offer support and complete routine tasks, enabling children's key persons to focus on their individual needs and well-being.

On 5 February 2025, we received further concerns that the provider was not meeting requirements relating to safeguarding policies and procedures; suitable people; qualifications, training, support and skills; supporting and understanding children's behaviour; health; safety and suitability of premises, environment and equipment; and information and record keeping.

On 4 March 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider found that staff were not reviewing dates once formula milk was opened, to ensure timescales were fully adhered to when preparing baby's milk. Procedures were revisited and the provider has made sure that more stringent checks are carried out by staff. The provider has also ensured that all staff are aware of the latest guidance and that this is being followed in

practice. The provider will be able to give parents further information about this. 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](#).