

Complaint about childcare provision

Ref: 148628/6010104

Date: 23 May 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 10 and 11 April 2025, we received concerns that the provider was not meeting requirements relating to Safeguarding policies and procedures, Suitable People, Qualifications, training, support and skills, Staff: child ratios, Health, Safety and suitability of premises, environment and equipment, and Supporting and understanding children's behaviour.

On 10 April 2025, the provider notified us about information relating to Safeguarding policies and procedures. 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 significant events.

On 16 May 2025, we received concerns that the provider was not meeting requirements relating to Staff: child ratios, Safety and suitability of premises, environment and equipment and Information and record keeping.

On 19 May 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a 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 6 June 2025:

- ensure that the required staff to child ratios, including the expected qualified staff ratios are met at all times
- ensure staff are deployed effectively and that they supervise children closely, particularly while children eat and when children play outside to promote children's safety and minimise accidents and injuries to them
- provide staff with effective training and professional development to enable them to implement positive strategies and support to manage children's behaviour
- ensure children with special educational needs and/or disabilities (SEND) receive good-quality care and support to meet their needs at all times.

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

On 9 June 2025, we found the provider had met some of the safeguarding and welfare actions but not others. They have recruited more staff and are continuing to actively recruit more qualified staff. However, although overall staff: child ratios were met, the qualified staff ratio was not met in the four rooms for the youngest children. This has the potential to impact on the quality of children's care and learning experiences.

Staff demonstrate a secure understanding of their responsibilities to be appropriately deployed with children and to supervise them closely. They know that children in particular need to be closely supervised when eating or playing outside. Staff caring for children with SEND have a good knowledge and understanding of how to meet their care and learning needs. The provider has supported some aspects of staff's awareness of managing children's behaviour and has identified future training for them. However, not all staff demonstrated a confident and a secure knowledge and understanding of positive behaviour strategies to implement with children. This means some staff continue to lack enough

understanding of how to guide children's behaviour using positive approaches.

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 22 August 2025:

- ensure the expected qualified staff ratios are met consistently across the nursery at all times

- ensure staff gain a good understanding of positive behaviour management strategies and implement these with children effectively.

We will monitor the provider's response to ensure the actions are successfully completed. 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](#).