

Complaint about childcare provision

Ref: 2721541/5947775

Date: 3 April 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 <http://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 1 February 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, suitable people, safety and suitability of premises, environment and equipment, qualifications, training, support and skills, staff-to-child ratios, supporting and understanding children's behaviour, information and record keeping.

On 17 March 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. 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. The provider will be able to give parents further information about this.

Actions needed by 14 April 2025:

- ensure appropriate arrangements are in place for the supervision of staff that provides support, coaching, and training for the practitioner and promotes the interests of children
- ensure that sleeping arrangements are suitable for the ages of children in line with government guidance
- ensure staff are deployed effectively to meet the needs of children, particularly when children arrive and within the daily routine
- ensure that all reasonable steps are taken to identify and remove risks to children

On 17 April 2025, we carried out a regulatory visit. We found the provider had introduced regular supervision for staff, which now provides coaching and challenge. This support also provides staff with the opportunity to discuss the quality of practice, identify individual training needs and review policies and procedures. Sleeping arrangements have been reviewed and all staff have accessed training to update their skills and knowledge to ensure that they work in line with government guidance. The provider ensures that staff are deployed effectively to meet children's needs. All staff have accessed risk assessment training to update their skills and knowledge. A full review of risk assessment across the

setting has taken place, including staff reviewing their environments and considering the hazards that children are exposed to. 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](#).