

## **Complaint about childcare provision**

Ref: 509204/6040203

Date: 21 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](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 12 May 2025, the provider notified us about matters relating to children's safety and welfare, paediatric first aid, staff :child ratios, supporting and understanding children's behaviour, safety of premises, organising premises for confidentiality and safeguarding and risk assessment. 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 14 May we received concerns relating to the same matters.

On 14 May we carried out a regulatory telephone call. 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 19 May 2025:

- ensure all staff know and understand how to support children's safety, particularly in relation to when it is appropriate to seek emergency medical advice or treatment
  
- ensure staff are deployed appropriately and they are vigilant to children's safety and whereabouts at all times

- ensure that the deputy is capable and qualified to take charge in the manager's absence and understands how to manage serious incidents
  
- implement effective risk assessments which inform staff practice and promote children's safety at all times.

On 20 May 2025 we carried out a regulatory visit. We found that the provider had taken steps to organise training for all staff to help them understand the importance of seeking emergency medical advice or treatment. The provider has placed information on how to contact the emergency services in all playrooms, to prevent any delay in seeking treatment for any child. Furthermore, the provider has reviewed risk assessments and the deployment of staff to be sure that staff are vigilant to the whereabouts of children and to ensure that children do not enter areas that are not suitable or safe. She has taken steps to ensure that the deputy knows what to do in the absence of the manager should there be a serious incident.

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](#).