

Complaint about childcare provision

Ref: EY136994/5953490

Date: 15 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 5 February and 1 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, the learning and development requirements.

On 7 April 2025, the provider notified us about safety and suitability of premises, environment and equipment. 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 7 April 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.

Action needed by 12 May 2025:

- ensure risk assessments are effective, and that staff understand their roles and responsibilities to ensure children's safety
- ensure all staff have a full understanding of the safeguarding policies and procedures, including the action to take if they have any concerns about the safety or welfare of a child
- ensure that staff deployment is effective in order to meet children needs and ensure their safety.

On 14 May 2025, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised at the last visit. We found that the provider had met the actions set in the welfare requirement notice.

The provider had completed a thorough review of the safety of the premises. New risk

assessment procedures have been introduced and staff have received support from leaders to understand their roles and responsibilities to ensure children's safety. Leaders have supported staff to have a full understanding of the safeguarding policies and procedures, including the action to take if they have any concerns about the safety or welfare of a child. Staff spoken to were confident to discuss the safeguarding arrangements and procedures to follow should they have any concerns about the welfare of a child. Leaders have recruited more qualified staff members and this has been supportive in ensuring that the deployment of staff throughout the building meets children's needs and ensures their safety. Leaders have introduced new monitoring procedures to ensure the consistent implementation of all procedures.

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](#).