

Complaint about childcare provision

Ref: EY456126/5950867

Date: 1 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 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 4 February 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, suitable people and Staff: child ratios.

On 13 February 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. We will monitor the provider's response to ensure the actions are successfully completed.

Actions needed by 28 February 2025:

- improve knowledge and understanding of safeguarding policies and procedures in order to take the lead responsibility for safeguarding
- implement robust vetting and recruitment procedures for assistants and ensure that all adults working with or have regular contact with children are suitable to carry out their roles and responsibilities
- devise effective supervision, coaching and training procedures to support assistants to fulfil their roles and responsibilities

- ensure all adults working with children have a secure knowledge and understanding of safeguarding policies and procedures
- improve knowledge of ratios to ensure these are maintained at all times, especially when exceptions to usual ratios are applied.

On 6 March 2025, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures. They had put in place clear recruitment, induction, supervision and training procedures for assistants and co-childminders. The provider had improved their knowledge of ratios. This ensures that children are kept safe, and assistants and/or co-childminders fully understand their roles and responsibilities. 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](#).