

Complaint about childcare provision

Ref: 305075/5780129

Date: 5 November 2024

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 15 July 2024, we received concerns that the provider was not meeting some of these requirements.

On 10 October 2024, 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 actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 25 October 2024

- ensure that premises, including outside, are fit for purpose, and do not expose children to health and safety risks
- ensure there is a robust fire risk assessment in place
- ensure that risk assessments inform staff practice so that risks are identified and managed
- ensure all staff know how to put babies and children down to sleep safely in line with the latest safety guidance
- ensure that staffing arrangements meet the needs of all children to ensure their safety
- ensure children are within sight and hearing of staff at all times
- ensure that staff undertake training to help them understand their roles and responsibilities in relation to health and safety.

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

On 31 October 2024, 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 their visit. The

provider will be able to give parents further information about this.

The provider had put effective arrangements in place to ensure that the premises, including outside, are fit for purpose and do not expose children to health and safety risks. Additionally, leaders and staff have undertaken training in risk assessment and safe sleep practice to enable them to understand how to take action to minimise risks to children's safety. Furthermore, the provider has robust risk assessment procedures in place, including fire safety, ensuring there is a clear and accessible means of escape in the event of an emergency evacuation. The sleep room has been completely refurbished. New sleep pods have been purchased along with room cameras and visual room temperature senses. Additionally, the provider has reviewed their staff deployment across the setting. This ensures that sleeping children are within sight and sound of staff and that ratios are met. Leaders and staff understand their roles and responsibilities to keep children safe. 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](#).