

Complaint about childcare provision

Ref: 2636672/5836684

Date: 18 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 25 September 2024, we received concerns that the provider was not meeting requirements relating to supporting and understanding children's behaviour, staff: child ratios, safety and suitability of premises, environment and equipment, key person and information and record keeping.

On 24 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 the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 7 November 2024:

- ensure that staff-to-child ratios are adhered to at all times, and at least half the staff working with babies have received training that specifically addresses the care of babies
- ensure staff working with children under two-years-old have a secure understanding of how to identify and minimise all risks to children, in particular ensuring any food given is appropriate for the child's age and stage of development
- ensure that deputy managers are capable to fulfil their roles competently, to take effective charge in the manager's absence
- ensure that there is effective oversight of the setting to provide all staff, including leaders and new staff, with support, coaching and training to fulfil their roles and responsibilities.

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

On 14 November 2024, the provider responded to the actions set. We found that the provider had taken action to provide staff with the required training to address the care needs of babies. The provider had improved staff's knowledge and understanding of minimising risks to children during mealtimes. The provider had taken action to ensure all

staff are capable to fulfil their roles and responsibilities by providing effective support, coaching and training. 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](#).