

Complaint about childcare provision

Ref: EY465447/5940090

Date: 29 January 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 24 January 2025, we received concerns that the provider was not meeting requirements relating to Safeguarding policies and procedures, Staff: child ratio, Qualifications, training, support and skills, and Supporting and understanding children's behaviour.

On 28 January 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 29 January 2025:

- ensure that babies are placed down to sleep safely in line with the latest government safety guidance

Actions needed by 28 February 2025:

- ensure all staff receive training so that they understand the safeguarding policy and procedures and have up to date knowledge of safeguarding issues
- ensure information about the criminal records check includes a record of the reference number, the date a check was obtained and details of who at the setting obtained it
- ensure records are easily accessible and available.

We will monitor the provider's response to ensure the actions are successfully completed. The provider is still registered with Ofsted.

On 25 February 2025, the provider responded to the actions set. We found that the provider had arranged for all staff to attend safeguarding training and leaders have put plans in place to check staff's knowledge and understanding. All staff have received training to understand safe sleep guidelines and new equipment for sleeping has been purchased. All relevant records have been reviewed and updated.

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](#).