

Complaint about childcare provision

Ref: 2714824/5974059

Date: 4 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 3 and 13 March 2025, the provider notified us about safeguarding policies and procedures, staff:child ratios relating to the supervision of children, and information and records. The notifications mean that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of changes to the person who is managing the early years provision. They also notified us of any significant event which is likely to affect the suitability of any person who cares for/is in regular contact with children on the premises.

On 17 March 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider had updated existing policies and procedures, as well as adding new procedures to keep children safe. Children are now immediately signed in without delay and staff are in the process of implementing new head counts of children when they move between different areas and recording the numbers on a board. This board is updated by staff any time the numbers of children change in each area. The provider has introduced regular name checks so that staff can ensure every child remains accounted for.

Additionally, during the regulatory visit on 17 March 2025, we found new areas of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage.

In relation to the new areas of concern, 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 31 March 2025:

- ensure staff are fully aware of current food safety guidance, so that foods prepared and served to children are safe and in line with this guidance
- ensure staff deployment remains effective so that children are constantly supervised

and supported in their play

- ensure staff understand and implement ongoing risk assessment so that potential risks are identified and fully minimised.

On 1 April 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 their last visit. We found that the provider had improved their policies and procedures around risk assessment, deployment of staff and the safe provision of food. The provider had shared details about the safe preparation of food with staff. Posters displayed in each room provide staff with visual reminders about how food should be prepared, which they can continually refer to and check as needed. The provider had worked with staff, modelling good practice to ensure they are aware of how to deploy themselves more effectively. Children are now more appropriately supervised and supported in their play. Risk assessment checks are in place, which staff understand and adhere to. They act when hazards are identified, which helps to maintain children's safety.

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](#).