

Complaint about childcare provision

Ref: 2574452/5969278

Date: 7 March 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 26 February 2025, we received concerns that the provider was not meeting requirements relating to: Health, Staff:child ratios and Safety and suitability of premises, environment and equipment.

On 28 February 2025, we carried out a regulatory visit. We found the provider was not meeting requirements in relation to; Qualifications, training, support and skills, Health, Safety and suitability of premises, environment and equipment, Information and record keeping and Key person.

We have served a welfare requirements notice (WRN). 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 14 March 2025:

- provide training and professional development opportunities to improve care practices, ensuring children receive high quality support, particularly in relation to personal care needs, such as sleep
- ensure that the process for recording information about children's health is fully understood and implemented by all staff
- review, evaluate and monitor sleeping procedures and policies in the setting to ensure all children sleep in a safe and healthy environment
- improve procedures to manage specific risks, including the management of children's particular health needs and ensure these are routinely evaluated
- ensure that all relevant information is shared promptly with parents, particularly where there are concerns or queries regarding children's health
- improve staff's understanding of how to tailor care to meet individual needs, particularly

when children's allocated key people are not present.

On 18 March 2025 we carried out a further unannounced visit to monitor the provider's compliance with the WRN that had been served. We found the actions to be successfully completed and no further action was required. 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](#).