

Complaint about childcare provision

Ref: 2796609/5990669

Date: 5 April 2025

Summary of outcome

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage \(EYFS\)](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. In March 2025, we received several concerns that this provider was not meeting requirements relating to staff: child ratios, training and skills, supporting and understanding children's behaviour, special educational needs, risk assessment, key person, accident or injury, information for parents and carers, supervisions of staff, complaints, suitable people, safeguarding policies and procedures, concerns about children's safety and welfare and information and record keeping.

On 1 April 2025, we carried out a regulatory visit. We found that 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 14 April 2025:

ensure that there are suitable arrangements in place for staff to be able to share their concerns with the designated safeguarding lead and

implement a suitable safeguarding policy in line with the local safeguarding partners to support children's safety

- ensure that staff child ratio requirements are met to meet the needs of all children and ensure their safety
- implement effective induction procedures to ensure that all staff have the appropriate training and understanding of their roles and responsibilities

- implement effective supervision arrangements for staff to ensure that they receive on-going training and support in order to fulfil their duties
- identify and train a special educational needs coordinator (SENCO) to implement appropriate support for children with special educational needs and disabilities (SEND) to ensure they receive safe and suitable early years care and education
- take all reasonable steps to ensure staff and children are not exposed to risks and identify how risks are managed
- implement a suitable emergency evacuation procedure and train staff to understand and implement it effectively to ensure the safety of children while on the premises
- implement a key person approach to ensure that children receive tailored care and support to meet their individual needs and well-being
- implement a suitable system to record accidents and injuries to children and for this information and any first aid administered to be shared with parents on the same day or as soon as reasonably possible, to support children's welfare
- implement an effective medication policy and procedure to support children's safety
- ensure that there are suitable arrangements in place for children when sleeping so they are checked frequently to ensure their safety

- implement an appropriate routine to ensure that babies can safely access the outdoors on a daily basis to support their well-being
- implement a system to ensure that records are shared with parents and other professionals and appropriately managed and stored to support children's welfare
- implement an effective complaints procedure so concerns can be suitably logged and responded to

We suspended the provider's registration because we believed children may be at risk of harm. Suspension allows time for the provider to take steps to reduce or eliminate the risk of harm to children. On 29 April 2025, the provider notified us of their wish to resign their registration. Consequently, we lifted the suspension to allow us to resign their registration. They are no longer a registered childcare provider.

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](#).