

Complaint about childcare provision

Ref: 403447/5900550

Date: 8 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 6 December 2024, the provider notified us about Staff:child ratios, Qualifications, training, support and skills, Safety and suitability of premises, environment and equipment and Information and record keeping. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any significant event which is likely to affect the suitability of the early years provider to look after children.

On 6 January 2025, we carried out a regulatory telephone call. We found the provider was meeting the ratio requirements that apply to the total number of staff available to work directly with children. The provider had arrangements in place for the supervision of staff who work with children. Furthermore, the provider maintains required records and these are easily accessible and available. We also found the provider has some written risk assessments in relation to specific issues. However, we found the provider was not meeting some of the requirements and had taken action to put this right. The provider has ensured staff have been retrained to understand their safeguarding policy and procedures and that all staff have up to date knowledge of safeguarding issues. This includes ensuring that children are always adequately supervised. In addition, the provider has strengthened their arrangements for the supervision of staff, such as providing tailored coaching and training for staff where required, with particular regard to the supervision of children. The provider has strengthened risk assessments to ensure these inform staff practice and keep children safe. The provider will be able to give parents further information about this.

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](#).