

Complaint about childcare provision

Ref: 2655479/5955513

Date: 27 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 18 March 2025, we carried out an inspection and found the provider was not meeting some of these requirements. The report and inspection outcome will be published in due course. Following the inspection, we 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 19 March 2025:

- improve the deployment of staff and the supervision of children to meet the needs of all children and to keep them safe.

Actions needed by 1 April 2025:

- ensure records of the vetting processes for staff are maintained
- ensure that children who have special educational needs and/or disabilities (SEND) receive appropriate support to help them to make progress in their learning
- implement procedures to provide support and coaching for staff to ensure they have the knowledge and skills to carry out their roles and responsibilities.

On 26 March 2025, we carried out a regulatory telephone call. The focus of the call was to check whether the provider had met the safeguarding and welfare action that was raised at their last inspection, with the end date of 19 March 2025. We found that the provider had improved their deployment of staff, and the supervision of children. Staff have received training to help them to understand how to supervise children more effectively.

On 8 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 inspection, with the end date of 1 April 2025. We found that they provider had reviewed and made changes to their recruitment procedures to ensure that all staff have been vetted. They have provided staff with additional support and coaching to improve their knowledge and skills. The special educational needs co-ordinator has been monitoring the support in place for children with SEND to ensure that it is consistent.

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](#).