

Complaint about childcare provision

Ref: 2643680/6028921

Date: 1 May 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 19 March and 8 April 2025, we received concerns that the provider was not meeting requirements relating to staff:child ratios, qualifications, training, support and skills, and information and record keeping.

On 29 April 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 on 1 May 2025. 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 7 May 2025:

- ensure that the safeguarding policy and procedure is in line with the guidance and procedures of the local safeguarding partnership
- ensure that all staff have a good understanding of safeguarding procedures, including how to identify, and act upon concerns about children's welfare any allegations against staff in line with local safeguarding partnership's procedures.

Actions needed by 14 May 2025:

- implement a key-person system so that staff have a good understanding of children's individual needs
- improve partnerships with parents and enable a two-way flow of communication, to obtain and share relevant information with them about their children's care and learning
- ensure that there is a named deputy who is capable and has the appropriate skills to take charge in the absence of a manager.

On 3 May 2025 the provider notified us of their wish 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](#).