

## **Complaint about childcare provision**

Ref: 2655479/6020391

Date: 21 July 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](http://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 24 April 2025 and 23 May 2025, we received concerns that the provider was not meeting requirements relating to staff:child ratios and safety and suitability of premises, environment and equipment

On 28 May 2025, we carried out a regulatory visit. We found 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.

Action needed by 30 May 2025:

- improve the deployment of staff and supervision of children to keep them safe at all times
- ensure that staff understand and implement the accident procedures, so that relevant information is available to parents and medical professionals and in a timely manner.

Additional action needed by the later date of 13 June 2025:

- improve the support and coaching for staff to ensure they have the knowledge and skills to carry out their roles and responsibilities, with particular regard to keeping children safe.

On 5 June 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 actions due by 30 May 2025, that were raised during the regulatory visit on 28 May 2025. We found that the provider and management team have reviewed their policies and procedures relating to staff deployment and the management of accidents. They have also provided training for staff, to improve the supervision of children and the staff's knowledge and understanding of how to respond to accidents. We are satisfied the provider has met the safeguarding and welfare actions raised that were due by 30 May 2025.

On 18 June 2025, we carried out an inspection. During this, we checked whether the provider had met the safeguarding and welfare actions due by 13 June 2025, that were

raised during the regulatory visit on 28 May 2025. We found the provider had not taken sufficient measures and was not meeting requirements. The report and inspection outcome will be published in due course. Following the inspection, we served a welfare requirements notice on 20 June 2025. The provider will be able to give parents further information about this.

Action needed by 20 June 2025:

- ensure any concerns about children's welfare are reported promptly to local safeguarding agencies to ensure their safety
- ensure staff are supported, coached and mentored to help them supervise children effectively to meet their individual needs
- ensure relationships with babies are sensitive and nurturing and meet their individual needs to help them feel settled and secure.

Additional action needed by the later date of 9 July 2025:

- ensure there are effective strategies in place to meet the needs of children with special educational needs and/or disabilities (SEND)
- improve the sharing of information with parents and other setting that children attend to provide a consistent two-way approach to benefit children's development.

On 25 June 2025, we received concerns that the provider was not meeting requirements relating to suitable people. Because this information had been received after the inspection and before the publication of the inspection report, we returned to the setting on 26 June 2025 to explore the concerns as part of a continuation of the inspection on 18 June 2025. This is in line with Ofsted's deferring, pausing and gathering additional evidence protocol. During this, we also checked whether the provider had met the safeguarding and welfare actions due by 20 June 2025, that were raised during the inspection on 18 June 2025.

At the continuation of inspection on 26 June 2025, we found the provider was not meeting some of the requirements. The amended report and inspection outcome will be published in due course. Following the inspection, we served a welfare requirements notice on 27 June 2025. The provider will be able to give parents further information about this.

Action needed by 9 July 2025:

- ensure all those with lead safeguarding roles understand the local safeguarding partnership's (LSP's) thresholds and know how and when to take action when

safeguarding concerns are identified

- ensure all those with lead safeguarding roles understand their responsibilities to prioritise safeguarding matters
- improve the knowledge and understanding of all those with lead safeguarding roles to ensure they follow the organisation's and LSP's procedures for reporting any concerns about staff to the relevant agencies
- ensure all adults working with children understand how to identify hazards within the environment and are alert to the risks they may pose to children.

We suspended the provider's registration on 26 June 2025 because we believe 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. The provider has a right to appeal against a suspension. The provider may not provide childcare for which registration is required while the suspension is in place and may commit an offence if they do so.

On 14 July 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 due by 9 July 2025, that were raised during the inspection on 18 and 26 June 2025. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. The provider will be able to give parents further information about this.

Action needed by 8 August 2025:

- ensure all staff have a secure understanding of safeguarding and know how and when to take action when concerns are identified
- ensure all those with lead safeguarding roles have the knowledge and understanding to fulfil their role and responsibilities
- improve oversight of the setting and the management team, to ensure that leaders have sufficient understanding to implement the settings' procedures to keep children safe and meet children's individual needs
- ensure there are suitable and qualified staff in place to act as manager and deputy manager
- ensure there are arrangements in place to lead and coordinate the support for children who have Special Educational Needs and/or Disabilities (SEND)
- improve monitoring, support and coaching for all staff, including apprentices, to ensure

they have the knowledge and skills to fulfil their roles and to promote their professional development

- ensure all adults working with children understand how to identify hazards within the environment and are alert to the risks they may pose to children.

We are taking steps to cancel the provider's registration. The provider has a right to object to our intention to take these steps.

On 29 July 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](#).