

## **Complaint about childcare provision**

Ref: 2836747/6091126

Date: 28 August 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 8 July 2025, we received concerns that the provider was not meeting requirements relating to staff:child ratios, safeguarding policies and procedures, suitable people, qualifications, training, support and skills, safety and suitability of premises, environment and equipment and information and record keeping. On 21 July 2025, we received concerns that the provider was not meeting requirements relating to information and record keeping, safeguarding policies and procedures, qualifications, training, support and skills, health, safety and suitability of premises, environment and equipment.

On 28 July 2025, we carried out an inspection and found the provider was not meeting some of these requirements. The overall effectiveness of the provision was judged to be inadequate. The inspection report sets out the actions the provider was required to take to meet the requirements. On 4 August 2025, 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 26 August 2025:

- ensure there is a qualified manager in place who has the appropriate qualifications, training, skills and knowledge
- ensure staffing arrangements meet the needs of all children
- implement robust vetting procedures for all new staff to ensure their suitability to work with children has been established
- ensure designated safeguarding leads have up-to-date training and knowledge of safeguarding issues in line with local safeguarding reporting and procedures
- ensure effective arrangements are in place to support children with special educational needs and/ or disabilities, that include making timely assessments and referrals, to ensure their individual needs are met

- ensure required documents are organised and easily accessible and available for inspection.

On 28 August 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. There is now a manager in place who has the required qualifications needed to fulfil this role. The provider has ensured that there are enough qualified staff to work with the children. Leaders have reviewed the staffing arrangements to ensure these meet the needs of all children. Leaders have accessed training in how to implement robust vetting procedures for all staff. Suitability checks have been completed for all staff to ensure their suitability to work with children. The lead practitioner for safeguarding has attended a child protection training course to improve their knowledge about the local safeguarding policies and procedures. Leaders and staff demonstrate a good understanding of the possible signs of abuse and the steps to take if they had any concerns about a child's welfare. Leaders have appointed a named special educational needs co-ordinator. They have provided training to support them to fulfil this role. Leaders have implemented new arrangements to support staff to identify when children may benefit from additional support to meet their individual needs. Required documents have been organised to ensure they are readily available for inspection. Leaders have increased the monitoring throughout the setting.

We are satisfied the provider has met the safeguarding and welfare actions raised.

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](#).