

Complaint about childcare provision

Ref: 2498507/5922451

Date: 28 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 7 January 2025, we received concerns that the provider was not meeting some of the requirements.

On 14 January 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. Furthermore, we found that the provider had failed to notify Ofsted of changes to individuals who are associated with the setting which is a requirement of their registration. The provider will be able to give parents further information about this.

Actions needed by 21 February 2025

- ensure that at least half of all staff hold at least an approved qualification at level 2 above
- ensure that at least half the staff caring for babies hold an approved level 2 qualification or above
- ensure that at least half the staff caring for babies have received training that specifically includes the care of babies
- ensure that children's individual care is tailored to their individual needs

We will monitor the provider's response to ensure the actions are successfully completed.

On 26 February 2025 we carried out a regulatory visit to monitor the the welfare requirements notice. We found that half of all the staff hold an approved qualification above level 2. More than half the staff caring for babies hold an approved qualification above level 2. Staff have completed specific training in relation to the care of babies and plans are now implemented to ensure individual children's needs are met.

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](#).