

Complaint about childcare provision

Ref: 2558048/5948044

Date: 29 April 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 31 January 2025 and on 21 February 2025, the provider notified us about matters relating to staff: child ratios. These notifications mean that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of significant events.

On 17 March 2025, we carried out a regulatory telephone call. 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.

Actions needed by 25 April 2025:

- improve transition procedures and staffing deployment to ensure all children's safety
- improve the methods of monitoring staff practice to ensure staff effectively follow all procedures and policies
- improve the key-person system and the communication between staff to ensure all children receive high quality care.

We will monitor the provider's response to ensure the actions are successfully completed. The provider is still registered with Ofsted.

On 30 April 2025, we carried out a regulatory visit. The purpose of this visit was to monitor the welfare requirements notice. We found that the provider had responded to the actions set. They had strengthened, refined and improved procedures for transition arrangements. Staff also communicated more effectively to ensure all children receive high quality care. Leaders had refined and implemented new procedures for monitoring staff practice more closely. 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](#).