

Complaint about childcare provision

Ref: 2636802/5946131

Date: 4 June 2025

Summary of outcome

Outcome Summary

Complaint action taken for childcare provision

Ref 2636802/ 5946131

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 30 January 2025, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare suitable people, key person and qualifications, training, support and skills.

On 19th February 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.

Actions needed by 21 May 2025:

- take steps to address how staff are deployed in the garden to ensure they can supervise children

- put effective key-person arrangements in place to ensure that parents know who their child's key person is and children have care tailored to meet their individual needs
- take steps to ensure a suitable person is designated to take charge in the managers and deputy managers absence
- take steps that ensure risks to children's safety are identified, removed or minimised

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

On 22 May 2025, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the welfare requirements actions, raised at their last visit. We found the provider had taken sufficient action to meet the welfare requirements notice. Leaders have implemented new procedures to improve and updated their knowledge of the key-worker approach, deployment of staff to supervise children and they have increased their knowledge of risk assessment, ensuring that leaders and managers have effective oversight of the provision. Leaders have also provided training and mentoring for all staff to improve their knowledge of the key-person approach, sharing information with parents and tailoring care to meet children's individual needs. These measures have developed staff practice and increased staff understanding of their roles and responsibilities to ensure that children's individual needs are met.

The provider will be able to give parents further information about this. 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](#).