

Complaint about childcare provision

Ref: EY263716/6121826

Date: 21 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 12 and 13 August 2025, we received concerns that the provider was not meeting requirements relating to suitable people, qualifications, training, support and skills, key person, Staff: child ratios and the safety and suitability of premises, environment and equipment.

On 14 August 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.

Actions needed by 1 September 2025:

- ensure staff receive ongoing support and supervisions so information can be shared, and targeted plans can be implemented to ensure staff receive the support needed to fulfil their roles
- implement effective arrangements to ensure each child has a consistent key person to support their needs
- ensure that the deployment of staff meets qualification requirements
- implement and monitor rigorous risk assessments to ensure all potential hazards and risks to children are minimised and managed effectively, including during mealtimes

- ensure that persons with oversight and governance understand their roles and responsibilities with regard to ensuring that the setting has the targeted support needed.

On 03 September 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. We found that the provider has implemented new systems to ensure that staff receive the support needed and staff deployment is effective with meeting children's needs and requirements. Changes to the key person system ensure children are provided with consistency. Risk assessments have been reviewed to ensure children's overall safety, including during mealtimes. Managers and staff have received additional support which has resulted in a positive impact on staff and children. We are satisfied the provider has met the safeguarding and welfare actions raised.

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](#).