

Complaint about childcare provision

Ref: EY350646/6047235

Date: 13 June 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 21 May 2025, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare, staff: child ratios, and safety and suitability of premises, environment and equipment.

On 23 May 2025, the provider notified us about matters relating to the same requirements. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant incident.

On 21 May 2025, we carried out a regulatory telephone call, and on 22 May 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 6 June 2025:

- ensure that leaders and those with responsibility for safeguarding fully understand and implement child protection procedures, particularly those in relation to the management of allegations
- ensure that all staff including leaders, have training and professional development opportunities which enable them to fully understand their roles and responsibilities to provide good quality and safe care for children
- ensure that staffing arrangements meet the needs of all children, to ensure that children are adequately supervised at all times to ensure their safety, particularly in the outdoor garden area
- ensure that the arrangements to support children with Special Educational Needs and Disabilities (SEND) are implemented effectively by all staff

- ensure that processes for recording accidents or injuries, and communicating them to parents or carers, are followed consistently and robustly
- ensure that leaders fully understand and are able to identify when it is appropriate to notify local child protection agencies of serious accidents and/or injuries at the setting
- improve risk assessment arrangements to ensure that all risks to children's safety are identified and actions are taken to remove or minimise these, particularly in the garden area.

We suspended the provider's registration on 23 May 2025 because we believe children may be at risk of harm. Suspension allows time for the provider to take steps to reduce or eliminate the risk of harm to children. The provider has a right to appeal against a suspension. The provider may not provide childcare for which registration is required while the suspension is in place and may commit an offence if they do so.

On 11 June 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. We found that the provider has trained leaders and reviewed policies, to ensure that leaders and those with responsibility for safeguarding fully understand and implement child protection procedures. They have taken steps to organise a programme of training and professional development opportunities for all staff, to enable them to fully understand their roles and responsibilities to provide good quality and safe care for children. The provider has reviewed and improved staffing arrangements, so that children are adequately supervised at all times, particularly in the outdoor garden area. They have improved processes for communicating arrangements to support children with Special Educational Needs and Disabilities (SEND), so that staff can implement them more effectively. The provider has improved processes for recording accidents and injuries, including communicating them to parents. They have reviewed policies and provided training to ensure that leaders fully understand and are able to identify when it is appropriate to notify local child protection agencies of serious accidents and/or injuries at the setting. The provider has taken steps to improve risk assessment arrangements, and taken action to remove or minimise identified risks, particularly in the garden area. We are satisfied the provider has met the safeguarding and welfare actions raised.

On 12 June 2025, we lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension. We are satisfied that the identified risk of harm to children has been removed. 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](#).