

Complaint about childcare provision

Ref: EY301561/6052258

Date: 19 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 28 May 2025, we received concerns that the provider was not meeting requirements relating to Suitable people, Concerns about children's safety and welfare, Qualifications, training, support and skills, Staff:child ratios, Safety and suitability of premises, environment and equipment, Information and record keeping.

On 17 July 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 22 July 2025:

- provide the lead practitioner with suitable child protection training that enables them to identify, understand and respond appropriately to signs of possible abuse and neglect
- improve staff's knowledge of safeguarding issues and ensure they receive training which enables them to identify signs of possible abuse and neglect at the earliest opportunity, and to respond in a timely and appropriate way
- ensure the premises are fit for purpose and suitable for children, specifically the outdoor area
- improve the facilities to store confidential information to ensure they are only, and easily, accessible and available to those who have a right or professional need to see them.

Actions needed by 04 August 2025:

- provide sufficient information to staff who are taking charge of the setting in the named managers absence, in order for them to understand and fulfil their roles effectively
- ensure there is a suitable acting manager and/or a named deputy who can take charge in the absence of the named manager
- improve staff's understanding of how to identify and manage risks, specifically in the outdoor areas used by children, to ensure children are not exposed to risks as they play

On 23 July 2025, the provider responded to the actions set, dated 22 July 2025. We found that the provider had improved their knowledge and understanding of child protection procedures and has provided staff with suitable training to help them understand how to respond to potential signs of abuse. The provider has taken swift action to ensure the outdoor area is safe and suitable to be used by children and has made arrangements to safely store confidential information.

Additionally, during the regulatory visit on 23 July 2025, we found new areas of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage. In relation to the new areas of concern, on 23 July 2025, 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 18 August 2025:

- improve the meals children are provided with to ensure they are healthy, balanced and nutritious, and that recommended daily guidelines for children are considered, specifically in relation to salt intake
- improve the arrangements to support children with Special Education Needs and Disabilities (SEND) and ensure the Special Educational Needs Co-ordinator (SENCO) is suitably qualified and knowledgeable to fulfil the role.

On 06 August 2025, the provider responded to the actions set, dated 04 August 2025. We found that the provider had made suitable arrangements to ensure a manager and/or a named deputy manager were on the premises in her absence. In addition, the provider was

able to demonstrate how she would provide them with the information they require to understand and fulfil this role effectively. The provider has implemented ways for staff to identify and minimise risks in the environment, in order to keep children safe.

Additionally, during the regulatory visit on 06 August 2025, we found a new area of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage. In relation to the new areas of concern, on 06 August 2025, 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 02 September 2025:

- provide all staff with effective supervisions, to ensure they receive coaching, training and support which promotes the interests of children.

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

On 19 August 2025, the provider responded to the actions set, dated 18 August 2025. We found that the provider had made suitable arrangements to ensure children with special educational needs and/or disabilities are supported effectively. In addition, the provider has made changes to the menus to ensure that children are provided with healthy, balanced meals.

On 05 September 2025, the provider responded to the actions set, dated 18 August 2025. We found that the provider has improved the supervision arrangements for staff to ensure they have opportunities to discuss sensitive topics and receive coaching and training to develop their skills.

The provider remains 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](#).