

Complaint about childcare provision

Ref: 2735050/5979169

Date: 30 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 12 February 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures.

On 4 April 2025, we carried out an inspection and found the provider was not meeting some of the requirements. The overall effectiveness of the provision was judged to be inadequate. Following the inspection, we served a welfare requirements notice on 16 April 2025. 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.

Action needed by 18 April 2025:

- ensure that all necessary steps are taken to identify and minimise risks to promote children's safety

Actions needed by 30 May 2025:

- ensure that all staff have a suitable knowledge and understanding of safeguarding issues including the procedure to follow to refer concerns
- provide appropriate support, coaching and training for staff to improve the quality of teaching
- ensure that all staff provide appropriate support for children with special educational needs and disabilities
- improve information sharing with parents and carers so that they are fully informed about their child's learning and development.

On 24 April 2025, who carried out a regulatory call. The focus of the call was to check whether the provider had met the safeguarding and welfare action due by 18 April 2025 raised at their last inspection. We found that the provider had improved the procedures for risk assessment. We are satisfied that the provider has met the safeguarding and welfare

action raised.

On 6 June 2025, we carried out a welfare requirements notice monitoring visit. The focus of the visit was to check whether the provider had met the remaining safeguarding and welfare actions due by 30 May 2025, raised at their last inspection. We found that the provider had improved staff knowledge and understanding of child protection issues. They had provided training and support for staff working with children with special educational needs and disabilities. They had provided support, coaching and training for staff to improve the quality of teaching. The provider had improved information sharing with parents and carers. 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](#).