

Complaint about childcare provision

Ref: 511691/5955172

Date: 3 July 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 7 February 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, suitable people, staff:child ratios, health, and changes that must be notified to Ofsted.

On 14 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.

Actions needed by 29 May 2025:

- ensure safeguarding policies and procedures are implemented effectively to keep children safe
- improve staffing arrangements to ensure children are adequately supervised, kept safe and their individual needs are met
- ensure children receive a healthy and balanced diet
- ensure staff understand and manage children's behaviour appropriately and consistently
- provide appropriate and consistent support for children with special educational needs and/ or disabilities
- improve current risk assessments, including for activities to keep children safe
- ensure documents are readily available for inspection.

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

On 5 June 2025, during a regulatory visit we found that the provider had not met the actions set in the welfare requirement notice. We have served another welfare requirements

notice.

Actions needed by 19 June 2025:

- improve leaders' and manager's understanding of local safeguarding reporting procedures, including taking account of government statutory guidance
- ensure any allegations made against staff are reported to Ofsted within the required timeframe
- improve arrangements in place for children with Special Educational Needs and Disabilities (SEND)
- keep a written record of all accidents and injuries and ensure parents are informed of any accident or injury and any first aid treatment given on the same day
- ensure that parents are regularly informed about how children with special educational needs and/ or disabilities are being supported.

On 26 June 2025 we carried out a further regulatory visit to monitor the provider's compliance with the welfare requirements notice served. We found that the provider had met some, but not all actions. Arrangements for the written records of accidents and injuries had improved. we have served a third welfare requirements notice.

Actions needed by 24 July 2025:

- improve leaders' and manager's knowledge and understanding of government statutory guidance to safeguard children
- ensure that all staff receive appropriate training to gain knowledge on how to report their concerns about children and staff in line with the local safeguarding partnership
- ensure that all staff, including volunteers, receive effective induction to help them understand their roles and responsibilities in the setting
- ensure that children with Special Educational Needs and/ or Disabilities (SEND) are consistently supported.

We suspended the provider's registration on 3 July 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 4 July 2025, the provider notified us of their wish to resign their registration while suspended. They are no longer a registered childcare provider.

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](#).