

Complaint about childcare provision

Ref: EY555314/5977936

Date: 26 March 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-foundationstage-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 March 2025, we received concerns that the provider was not meeting requirements relating to pre-existing injuries to children (Concerns about children's safety and welfare), safeguarding procedures not being followed (Safeguarding policies and procedures), staff smoking on the premises (Smoking and vaping), access to policies and procedures and sharing information (Information for parents and carers), and responding to complaints (Complaints.)

On 24 March 2025, the provider notified us about an unauthorised individual entering the premises (Organising premises for confidentiality and safeguarding.) 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 any significant event.

On 25 March 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 2 April 2025:

- take all reasonable steps to prevent unauthorised persons entering the premises.

The provider took appropriate action to adhere to the requirements. They reviewed their entry procedures and put in place appropriate security to ensure unauthorised people are unable to enter. In addition, staff were trained to understand the new procedures.

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](#).