

Complaint about childcare provision

Ref: EY278278/6034596

Date: 20 May 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 13 May 2025, we received concerns that the provider was not meeting requirements relating to Safety and suitability of premises, environment and equipment.

On 15 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 5 June 2025:

- ensure the premises is fit for purpose, this refers to ensuring the premises is cleaned thoroughly to promote children's good health
- ensure all staff identify hazards to children on a daily basis and take steps to reduce those hazards.

On 9 June 2025, we carried out a regulatory visit to monitor the notice. We found that there are now suitable procedures in place to ensure that children are in a clean environment. Staff follow a cleaning rota. Managers regularly monitor and complete spot checks on the process. There are suitable procedures in place to ensure hazards are identified and rectified swiftly. Additionally, this is also monitored by the managers.

The provider will be able to give parents further information about this. 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](#).