

Complaint about childcare provision

Ref: EY272703/6091576

Date: 24 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 July 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, concerns about children's safety and welfare and safety and suitability of premises, environment and equipment.

On 15 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 31 July 2025:

- ensure that those who are designated to take the lead in safeguarding have appropriate knowledge and understanding that enables them to take appropriate action where concerns are noted about a child's welfare or safety
- take all reasonable steps to ensure children are not exposed to risks, with particular regard to the outdoor space.

On 10 September 2025, the provider responded to the actions set. We found that the provider had implemented staff training and updated their safeguarding policies and procedures, to ensure those who take the lead in safeguarding have a secure understanding of the action to take if they have any concerns about children. In addition, the provider had taken action to remove risks within the environment and implemented written risk assessments to ensure children's safety. This helps staff to understand their roles and

responsibilities and to keep children safe.

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](#).