

Complaint about childcare provision

Ref: EY390819/6006048

Date: 21 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 28 March and 22 April 2025, the provider notified us about matters relating to safeguarding policies and procedures. The notifications mean that the provider met their legal responsibility as set out in the 'Statutory framework for the early years foundation stage' to notify Ofsted of significant events.

On 7 April 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures.

On 20 May 2025, we conducted a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has provided training to improve staff's knowledge and understanding of safeguarding practices including whistle blowing. In addition, they have enhanced staff's awareness of manual handling and promoting positive behaviour. 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](#).