

Complaint about childcare provision

Ref: EY561958/6074308

Date: 28 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 19 June 2025, we received concerns that the provider was not meeting requirements relating to information and record keeping, safety and suitability of premises, environment and equipment, safeguarding policies and procedures and concerns about children's safety and welfare.

On 22 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 action below within the timescales set out. The provider will be able to give parents further information about this. Action needed by 15 August 2025:

ensure that risk assessments are used effectively to identify and address hazards that pose a risk to children.

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

On 18 August 2025, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions, raised at the previous regulatory visit.

We found that the provider has introduced new procedures for risk assessment, of all areas of the setting and has trained all staff on how to implement these.

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](#).