

Complaint about childcare provision

Ref: 2634281/5957931

Date: 14 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-foundation-stage-framework. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 12 February 2025, we received concerns that the provider was not meeting requirements relating to Safeguarding policies and procedures, Staff: child ratios, and Safety and suitability of premises, environment and equipment.

On 10 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 within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 24 March 2025:

- maintain effective risk assessments to ensure any hazards are removed or minimised, especially relating to the garden areas and pre-school rooms
- ensure the procedures in place for staff to summon support and help are effective
- ensure that leaders and managers have clear oversight of the provision and that all staff understand their roles and responsibilities and follow the expected processes.

On 19 March 2025, the provider responded to the actions set. We found that the provider had improved their risk assessments and reviewed safety in the garden and pre-school rooms. Additionally, they had amended their procedures to ensure staff can summon help. They also refined their processes for oversight and for staff to better understand how to follow the processes related to their role. 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](#).