

Complaint about childcare provision

Ref: EY281718/6043697

Date: 6 June 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 01 June 2025, the provider notified us about matters relating to safeguarding policies and procedures. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any significant event which is likely to affect the suitability of any person who cares for/is in regular contact with children on the premises.

On 03 June 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 25 June 2025:

• ensure staff have a thorough understanding of the local safeguarding partner procedures, specifically in relation to whistle blowing and allegation management.

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

On 01 July 2025, the provider responded to the action set. We found that the provider had improved their knowledge and understanding of child protection procedures. In addition, they have provided staff with training to ensure they are aware of the procedures to follow for child protection, including allegation management. 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](#).