

Complaint about childcare provision

Ref: 2683663/6049489

Date: 13 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 23 May 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures.

On 02 June 2025, we carried out a regulatory visit. We found the provider was not meeting requirements in relation to safeguarding policies and procedures and have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 09 June 2025:

- ensure that all leaders model a professional code of conduct so that respectful boundaries are in place and consistently followed
- ensure that leaders have a secure knowledge and understanding of the procedures to follow, should an allegation be made against a member of staff and the time frame in which to do this
- ensure effective risk assessments are carried out to identify and minimise or remove any risks to children's safety in the outdoor play space
- ensure that the premises and equipment is organised effectively, so that the indoor space requirements are maintained
- ensure that suitable equipment is available and used for the sterilisation of babies feeding bottles

Action needed by 30 June 2025:

- ensure that at least half of the staff have received training that specifically addresses the care of babies.

We are satisfied with the action taken by the provider. The provider remains 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](#).