

Complaint about childcare provision

Ref: 206091/5898409

Date: 17 April 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](https://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 4 December 2024 and 4 February 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, suitable people, staff: child ratios and the safety and suitability of premises, environment and equipment. On 14 February and 17 February 2025, the provider notified us about matters relating to safeguarding policies and procedures and the safety and suitability of premises, environment and equipment. 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. However, the provider did not notify Ofsted of one of the significant events within the 14 day timescale which is a requirement of their registration.

On 28 February 2025, we carried out a regulatory phone call. We found the provider was not meeting three more of the requirements and had taken action to address two of them. Children are provided with daily outdoor access. Ongoing maintenance is establishing a suitable outdoor environment for children. We 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 21 March 2025:

- ensure that staff understand and can implement the procedures for risk assessment.

On 17 April 2025, we carried out a regulatory visit. We found that the provider had not met the action set in the welfare requirements notice. We served another 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 28 April 2025:

- ensure that staff understand and can implement the procedures for risk assessment to promote children's safety
- ensure the premises and equipment comply with hygiene requirements to promote

children's good health.

On 2 May 2025, we carried out a regulatory visit. We found that the provider had improved the procedures for risk assessment and ensuring the cleanliness of the premises. 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](#).