

Complaint about childcare provision

Ref: 2588299/6013017

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 14 April 2025, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare.

On 30 May 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. The provider will be able to give parents further information about this.

Actions needed by 16 June 2025:

- ensure all staff have a secure knowledge and understanding of safeguarding procedures to enable them to identify and respond to safeguarding concerns appropriately
- keep a written record of all accidents and injuries and any first-aid treatment given and share this information with parents.

We found that the provider had failed to notify Ofsted of changes to the manager. This is an offence, however, on this occasion Ofsted are not taking further action in relation to this.

On 11 June 2025, the provider responded to the actions set. We found that the provider had provided staff with safeguarding training to improve their knowledge and understanding of child protection procedures, to enable them to identify and respond to safeguarding concerns appropriately. The provider had also implemented regular checks to monitoring staffs ongoing safeguarding knowledge and understanding. The provider had delivered training to staff regarding the procedures for recording accidents and injuries and sharing this information with parents.

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](#).