

Complaint about childcare provision

Ref: 2667305/5994474

Date: 30 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 26 March 2025, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare, qualifications, training, support and skills, supporting and understanding children's behaviour, and information and record keeping. On 26 March 2025, the provider notified us about matters relating to the same requirements. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundations stage to notify Ofsted of significant information.

On 23 April 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 2 May 2025:

- gain an appropriate knowledge and understanding of how to deal with allegations against a member of staff, including sharing concerns with all relevant agencies in a timely manner, in order to keep children safe
- implement appropriate training to enhance staff's knowledge and understanding of health and safety, to improve their awareness of risks to children's safety and well-being.

On 2 May 2025, the provider responded to the actions set. We found that the provider had done training to improve their knowledge and understanding of the correct procedures to deal with allegations against a member of staff. The provider has also provided further training to staff to raise their awareness of risks to children and reviewed internal risk assessment procedures, to ensure children's safety.

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](#).