

Complaint about childcare provision

Ref: 2685179/5976675

Date: 31 March 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\[1\]stage-framework--2](http://www.gov.uk/government/publications/early-years-foundation[1]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 5 March 2025, we received concerns that the provider was not meeting requirements relating to Suitable people and Safety and suitability of premises, environment and equipment.

On 26 March 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 3 April 2025:

- ensure that areas used for the preparation of food for children are hygienic and that procedures for preparing and handling foods to maintain children's welfare are understood and followed
- ensure that the whole premises is fit for purpose and suitable for the age of children cared for
- ensure the indoor useable space requirements are met at all times and the premises and equipment are organised in a way that meets the needs of children
- take action to maintain effective risk assessments, including for the rooms used for caring for children, kitchen areas and outdoor space, to ensure all risks are identified and then removed or minimised to keep children safe from harm.

On 4 April 2025 we carried out a further regulatory visit. We found the provider has made sure her premises are a safe and suitable environment for children. She has completed a thorough clean, tidy up and reorganised resources to ensure there is sufficient useable floor space. She has reviewed all her risk assessments to ensure she is able to identify, remove and minimise risks to children. The information gathered suggests that the provider is now meeting the requirements of their registration. 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](#).