

Complaint about childcare provision

Ref: 2699440/6129383

Date: 10 September 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 20 August 2025, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare, safeguarding policies and procedures, suitable people, safeguarding training, staff:child ratios, supporting and understanding children's behaviour.

On 05 September 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirement in relation to concerns about children's safety and welfare, safeguarding policies and procedures, safeguarding training and supervision of staff. We also found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration.

We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 12 September 2025:

- improve safeguarding policies and procedures to ensure that concerns about children's welfare are identified and that local safeguarding children's partnership procedures are followed
- ensure all members of staff have undertaken full safeguarding training within the last two years which enables them to fully understand their role in safeguarding children
- ensure that there are clear processes in place to monitor staff's safeguarding knowledge on an ongoing basis.

We will monitor the provider's response to ensure the actions are successfully completed. The provider is still registered with Ofsted.

On 09 September 2025, the provider responded to the actions set. We found that the provider had evaluated and improved their policies and procedures in relation to safeguarding. Leaders have ensured that all staff have undergone mandatory safeguarding

training and have checked to ensure that they hold the necessary knowledge and understanding to enable them to effectively safeguard children. Procedures are now in place to ensure that staff's ongoing knowledge and understanding of safeguarding matters will be regularly reviewed and training will be provided as necessary.

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](#).