

Complaint about childcare provision

Ref: 2703782/6072936

Date: 14 August 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 16 June 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, learning and development considerations, supervision of staff, risk assessment and information and record keeping.

On 11 August 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 1 September 2025:

- make sure the mobile phone policy is understood and fully implemented by staff, including ensuring visitors do not use their mobile phones in the presence of children
- ensure the record of people who have access to children including visitors to the setting is accurately completed
- ensure that hazards in the setting are quickly identified and take steps to remove these
- make sure children are placed down to sleep safely, including ensuring cots and bedding are in good condition and are suited to the age of the child.
- extend what is accessible to engage children in more stimulating activities that inspire play, exploration and learning throughout the day.

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

On 2 September 2025, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions and learning and development action, raised at the regulatory visit.

We found that the provider had updated and improved policies and procedures and implemented new documentation. Risk assessments have been completed and hazards removed. Also, children have greater access to a good range of resources and activities.

We are satisfied the provider has met the 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](#).