

Complaint about childcare provision

Ref: 2750009/6057044

Date: 7 July 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 29 May 2025, we received concerns that the provider was not meeting requirements relating to staff taking medication/other substances.

On 2 and 4 June 2025, we carried out a regulatory telephone call. 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 2 July 2025:

- ensure all adults who care for children, or who are on the premises where children are cared for, are fit to do so and are not under the influence of alcohol or other substances
- ensure all leaders and staff recognise where there is a concern about a staff member and respond promptly to refer concerns about staff behaviours.

On 9 July 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 set in the welfare requirements notice. We found that the provider had improved their knowledge and understanding of significant events that must be notified to Ofsted, and understands how to respond promptly to concerns about staff behaviours. In addition, staff have been supported to attend additional training on how to refer concerns about a member of staff. The provider has introduced new procedures and updated their policy on those people who work with children and may be under the influence of substances. 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](#).