

Complaint about childcare provision

Ref: 2758054/6097591

Date: 31 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 14 July 2025, we received concerns that the provider was not meeting some of these requirements relating to concerns about children's safety and welfare; staff:child ratios; safety and suitability of premises, environment and equipment.

On 30 July 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. The provider is still registered with Ofsted. Actions needed by 4 August 2025:

- ensure the premises, including overall floor space and outdoor spaces, are fit for purpose and suitable, and comply with the requirements of health and safety legislation
- take all reasonable steps to ensure children in your care are not exposed to risks and demonstrate how you are managing risks in relation to your premises and family pets
- maintain an accurate daily record of the children being cared for and their hours of attendance.

We will monitor the provider's response to ensure the actions are successfully completed.

On 05 August, the provider responded to the actions set. We found that the provider had improved the registers of attendance and has ensured the areas used by children are safe and suitable. The provider demonstrated how she manages risk, in relation to the premises and family pets. 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](#).