

Complaint about childcare provision

Ref: 307226/6047619

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 16 May and 19 June 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, supporting and understanding children's behaviour and safety and suitability of premises, environment and equipment.

On 25 and 30 June 2025, we carried out regulatory visits. 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.

Actions needed by 15 July 2025:

- assess potential risks and ensure risk assessments are effective, including when children are being transported or taken on outings
- ensure staffing arrangements meet the needs of all children, ensure their safety and ensure that children are adequately supervised
- increase knowledge and understanding of positive behaviour management strategies to ensure children's behaviour is appropriately managed and children are supported to

manage their own behaviour.

On 15 July 2025, we carried out a regulatory visit. We found that the provider had met the actions in the welfare requirements notice.

We found that the provider had improved risk assessment procedures to ensure children's safety and well-being on outings. We also found that the childminder had

improved her knowledge of positive behaviour management strategies.

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](#).