

Complaint about childcare provision

Ref: 310498/5913860

Date: 17 March 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 19 December 2024, we received concerns that the provider was not meeting requirements relating to Suitable people, Safeguarding policies and procedures, Qualifications, training, support and skills and Safety and suitability of premises, equipment and environment. On 24 December 2024, the provider notified us about the same concern.

On 14 February 2025, we received an unrelated concern that the provider was not meeting requirements relating to Safeguarding policies and procedures and Supporting and understanding children's behaviour.

On 6 March 2025, we carried out a regulatory visit. We found the provider ensures the ongoing suitability of staff through frequent staff supervisions and well-being meetings. The provider also ensures that staff understand their roles and responsibilities in recording and reporting any concerns they may have about a colleague. Risk assessments are put in place to ensure the safety and welfare of children. Staff receive training and coaching to develop their understanding and supporting children's behaviour.

We also found the provider was not meeting the requirement for notifying Ofsted. The provider had failed to notify Ofsted of a significant event. The provider will be able to give parents further information about this.

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.