

## **Complaint about childcare provision**

Ref: 322360/6073807

Date: 2 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](http://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 17 June and 27 June 2025, the provider notified us about matters relating to safeguarding policies and procedures, qualifications, training, support and skills, staff to child ratios, key person and safety and suitability of premises, environment and equipment. The notifications mean that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of significant events.

On 26 June 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider had reviewed and updated the risk assessment and shared this information with staff and parents. Furthermore, they had added an additional lock to the internal gate in the playground.

On 1 July 2025, we carried out a telephone regulatory event. 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:**

- ensure that staff are deployed effectively so that children are adequately supervised and their needs are met
- ensure that risk assessment is effective, and that staff understand their roles and responsibilities to identify and manage risks to keep children safe.

On 24 July 2025, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of risk assessment and risk management. They provided staff with refresher training on conducting risk assessments, which includes identifying and mitigating risk. This includes the deployment of staff and conducting headcounts of children at regular intervals. 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](#).