

Complaint about childcare provision

Ref: 404541/6080905

Date: 29 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 27 June 2025, we carried out an inspection and found the provider was not meeting some of these requirements.

The overall effectiveness of the provision was judged to be inadequate. The inspection report sets out the actions the provider was required to take to meet the requirements.

On 23 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, raised at their last inspection.

We found that the provider has improved their knowledge and understanding of child protection procedures. The provider has undertaken training to update her knowledge on safeguarding practice and procedures. As a result, she is aware of who to contact should she have concerns about a child. She has updated her 'all about me,' document so that this captures any external support being offered to children. This will enable her to speak with other agencies to ensure children's needs are met. The provider ensures that children are within sight and/or hearing when sleeping. This helps to keep children safe. The provider has conducted a full risk assessment of her home and property to ensure that any risks to children are reduced or mitigated. For example, she has ensured that emergency exits can be opened quickly in an emergency. 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](#).