

Complaint about childcare provision

Ref: EY267691/5919045

Date: 11 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 11 November 2024, we received concerns that the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment and supporting and understanding children's behaviour.

On 31 January 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.

Actions needed by 18 February 2025:

- improve your knowledge of risk and take steps to ensure your setting remains clean, safe and suitable for children at all times
- ensure you maintain a daily record of children's hours of attendance.

We will monitor the provider's response to ensure the actions are successfully completed. The provider is still registered with Ofsted.

On 25 February 2025, we carried out a monitoring visit. The reason for the visit was to check the action the provider had taken to meet the actions set. We found that the provider had taken steps to improve risk assessments and to ensure the setting is clean, safe and suitable. The provider had also taken steps to maintain a daily record of children's hours of attendance. 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](#).