

Complaint about childcare provision

Ref: EY278820/6063356

Date: 1 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 3 June 2025, we received concerns that the provider was not meeting requirements relating to, safety and suitability of premises, environment and equipment, qualifications, training, support and skills, and information and record keeping.

On 24 June 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 11 July 2025

- ensure that the safeguarding policy includes the action to be taken in the event of an allegation being made against a member of staff
- ensure that staff understand the settings safeguarding policy and procedures so that they can identify the signs of possible abuse or neglect and respond in a timely and appropriate manner
- ensure that staff receive induction training and ongoing training to help them to understand their specific roles and responsibilities
- ensure that staffing arrangements are effective to make sure that children's needs are met
- ensure that staff follow robust hygiene procedures to support the good health of children
- ensure that staff receive effective support to help them understand how to manage children's behaviour appropriately
- ensure that risk assessments are used effectively to identify and address hazards that pose a risk to children

- ensure that a record of complaints and subsequent investigation is maintained and the instigator is notified of the outcome within 28 days of receiving the complaint.

On 16 July 2025, we carried out an inspection. We found the provider was not meeting some of the requirements. We also found the provider had not met all of the actions above. The overall effectiveness of the provision was judged to be inadequate. The inspection report sets out the further actions the provider was required to take to meet the requirements.

On 20 August 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 implemented new procedures for risk assessment and hygiene and provided training for staff on these. The provider has also implemented new procedures for the supervision and coaching of staff and is now providing closer monitoring of staff practice to ensure good quality is maintained across the setting. The provider has implemented new systems to ensure that staff are deployed effectively to ensure the adequate supervision of children at all times.

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](#).