

Complaint about childcare provision

Ref: EY291389/6002942

Date: 6 May 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 April 2025, we received concerns that the provider was not meeting requirements relating to Staff:child ratios, Accident and injury, Safety of premises and Risk assessment. The setting also notified us on the same day. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any significant event which is likely to affect the suitability of the early years provider to look after children.

On 10 April 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.

Actions needed by 24 April 2025:

- ensure that the premises and equipment are fit for purpose
- take all reasonable steps to ensure staff and children are not exposed to risks and demonstrate how they are managing risks
- ensure that all staff are trained to understand their roles and responsibilities, with particular reference to health and safety
- ensure information and records are completed and maintained accurately and in a way that keeps children safe.

On 29 April 2025 we carried out a regulatory visit to monitor the notice served. We found that staff had received training to embed behavioural safety practices. The forms have been updated to reflect more thorough assessments and the premises had been repaired so that it is fit for purpose. 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](#).