

Complaint about childcare provision

Ref: EY391949/5909811

Date: 22 January 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 2 December 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, health, qualifications, training, support and skills, and safety and suitability of premises, environment and equipment.

On 6 January 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

Actions needed by 13 January 2025:

- implement effective risk assessment procedures to ensure that risks to children's safety and well-being are identified, removed or minimised
- build staff's knowledge and understanding of health and safety to improve their awareness of risks to children's safety and well-being.

We will monitor the provider's response to ensure the actions are successfully completed.

On 9 January 2025, the provider responded to the actions set. We found that the provider has improved the daily monitoring checks to ensure that risks to children are identified and removed. This helps ensure children's safety and well-being. The provider has also taken steps to provide further training opportunities for staff to build their knowledge and understanding of health and safety, in order to keep children safe in their care. We are satisfied the provider has met the safeguarding and welfare actions raised.

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](#).