

Complaint about childcare provision

Ref: 2599979/6048657

Date: 8 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 22 May 2025, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare, safety and suitability of premises, environment and equipment, and Information and record keeping.

On 12 June 2025, we received concerns that the provider was not meeting requirements relating to staff: child ratios, and safety and suitability of premises, environment and equipment. Also, on 12 June 2025, the provider notified us about matters relating to the same requirements.

On 18 June 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. The provider will be able to give parents further information about this.

Actions needed by 9 July 2025:

- ensure the deployment of staff meets children's needs and promotes their safety and wellbeing
- allocate each child a key person who can support their individual care needs through effective and settled relationships with them and their parents
- implement effective hygiene practices that promote children's good health and help to minimise or stop the spread of infection
- ensure children's behaviour is managed in an appropriate and consistent way, whilst taking into account the age and stage of development of each child
- take all reasonable steps to prevent unauthorised persons entering the premises
- train all staff to understand safeguarding issues and the correct procedures to follow in the event of them having concerns about a child's welfare

- ensure safeguarding policy and procedures are in line with your local safeguarding children partnership procedures and that all staff understand the role of the local authority designated safeguarding officer (LADO).

On 8 July 2025, the provider responded to the actions set. We found that the provider had revised and improved their policies and procedures, and provided staff training, that improved staff deployment, key person arrangements, hygiene practices, the support of children's behaviour, the security of the premises and staff's safeguarding knowledge and understanding. 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](#).