

Complaint about childcare provision

Ref: 2741144/6025694

Date: 8 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 29 April 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, concerns about children's welfare, staff: child ratios and the safety and suitability of premises, environment and equipment.

On 6 May 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 19 May 2025:

- take action to ensure that children are adequately supervised at all times, ensuring they are always within sight or hearing of staff to ensure their safety
- review and improve risk assessment to ensure that children are accounted for at all times
- take action to share relevant information with parents/carers to establish a transparent two-way flow of information regarding their child/children.

On 20 May 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 visit. We found the provider had revised and strengthened their procedures to ensure all children are always within sight and/or hearing of a staff member and remain accounted for at all times. They have revised risk assessments to ensure these are robust and increased leadership oversight to ensure procedures are consistently implemented during daily practice. Additionally, they have strengthened the sharing of information with parents/carers to ensure an effective and transparent two-way flow of information.

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](#).