

Complaint about childcare provision

Ref: 317973/5969816

Date: 7 March 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-foundationstage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 27 February 2025, we received concerns that the provider was not meeting requirements relating to the supervision of children (Staff: child ratios).

On 7 March 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 14 March 2025:

- ensure children are supervised at all times by the registered childminder or her assistant
- ensure a current paediatric first aid certificate is held by those caring for children
- ensure an accurate record of children's attendance is maintained at all times
- ensure any assistants used to care for children are competent and understand their roles.

The provider responded appropriately to the actions. Her and her assistant completed a paediatric first aid course and took action in relation to the other actions.

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](#).

