

Complaint about childcare provision

Ref: EY286064/5979750

Date: 9 April 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 10 March 2025, we received concerns that the provider was not meeting requirements relating to staff:child ratios.

On 8 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. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 25 April 2025:

- strengthen knowledge of the procedure to follow should there be any concerns for children's welfare, including understanding the role of professionals such as the local area designated officer (LADO)
- ensure all adults who are in regular contact with children are known to Ofsted and that all required suitability checks are completed
- ensure that adult-to-child ratios are maintained to always ensure the safety of children
- improve understanding of how to implement robust risk assessments, particularly when taking children outside the premises
- maintain attendance registers that record children's hours of attendance, including times of arrival and departure

On 8 May 2025, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of all aspects of the associated concerns. The information gathered suggests that the provider is now meeting the requirements of their registration. 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](#).