

Complaint about childcare provision

Ref: EY318841/5869343

Date: 12 September 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 31 October 2024, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures; suitable people; staff:child ratios; safety and suitability of premises, environment and equipment; information and record keeping.

On 26 June 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 25 July 2025:

- ensure you have and implement a policy, and procedure, for administering medicines to children, this must include systems for obtaining information about a child's needs for medicines, and for keeping this information up to date
- ensure that you record information from parents and carers about a child's dietary needs
- ensure you keep a detailed written record of accidents or injuries and first aid treatment
- ensure that all reasonable steps are taken to ensure that children in your care are not exposed to risks
- ensure you maintain the required information and records, specifically relating to children, and ensure that these are made readily available upon request
- ensure all records relating to individual children are retained for a reasonable period of time after they have left the provision
- ensure you maintain the following information for each child, full name, date of birth, name and address of every parent and/or carer and their emergency contact details
- ensure you maintain a daily record of the names of the children being cared for on the

premises, and their hours of attendance

- develop knowledge and understanding of matters that must be notified to Ofsted and the required timeframes for doing so.

On 28 August 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 following their last regulatory visit.

We found the provider had taken effective steps to improve the safe management of the setting. This included strengthening procedures for administering medication and discussing children's dietary needs with parents. They had improved accident procedures and demonstrated how they would work with parents. The provider is now maintaining accurate attendance records and has ensured that all required information for children is in place. In addition, she has demonstrated an understanding of the requirement to retain information about children in her care for a reasonable amount of time. Action has been taken to remove previously identified risks to enhance children's safety. The provider has reviewed and improved her understanding of Ofsted's notification requirements, therefore, showing that she is clear on what information must be shared with Ofsted. The action taken by the provider in response to the actions supports children to be safe and promotes their wellbeing.

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](#).