

Complaint about childcare provision

Ref: EY359706/5993979

Date: 25 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-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 24 and 28 March 2025, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare, safety of premises, toilets and intimate hygiene and risk assessments.

On 25 April 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 within the timescales set out below. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

On 6 May 2025, the provider responded to the actions set. We found that the provider had improved arrangements for supervising children when using the bathroom. The provider has increased supervision and support for staff, and the provider now has greater oversight of the staff team and their practice. This suggests that the provider is now meeting the requirements of their registration.

The provider is still registered with Ofsted.

Actions needed by 16 May 2025:

improve risk assessments and guidance to inform staff work when managing children's personal hygiene and toileting

provide staff with sufficient supervision, coaching and support to increase their personal effectiveness to consistently provide children with good quality learning experiences.

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](#).