

Complaint about childcare provision

Ref: EY380797/5942837

Date: 14 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 27 January 2025, we received concerns that the provider was not meeting requirements relating to suitable people, staff:child ratios and supporting and understanding children's behaviour.

On 10 April 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider had improved staff's understanding of supporting children's behaviour, to ensure their individual needs are met at all times. The provider had reviewed practice, policies and procedures, to ensure that staff know and understand their roles and responsibilities.

However, during the regulatory visit, we found the provider was not meeting some of the other 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 24 April 2025:

- ensure all staff have a secure understanding of how to identify and minimise all risks to children, in particular, ensuring food is not a choking hazard.

On 24 April 2025, the provider responded to the action set. We found that the provider had

taken action to update risk assessments and policies to include the latest guidance for safe food preparation. The provider had improved staff's knowledge and understanding of minimising risks to children during mealtimes. This helps to ensure children are kept safe. We are satisfied the provider has met the safeguarding and welfare action 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](#).