

Complaint about childcare provision

Ref: EY477957/6043102

Date: 8 July 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.

In May and June 2025, we received concerns that the provider was not meeting requirements relating to supervisions of staff 3.27, staff: child ratios 3.35, key person 3.34, supporting and managing children's behaviour 3.58, 3.59, safeguarding policies and procedures 3.5, 3.6 and introduction 3.3.

On 1 July 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. During the visit, we found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration.

Actions needed by 25 July 2025.

- implement appropriate systems to identify inconsistencies in staff practice and put training and support in place to ensure key areas are targeted for development to support children's overall needs
- ensure that current supervision arrangements for staff are developed to implement improved support and communication to further staff's personal effectiveness
- take action to implement an age-appropriate and consistent approach to supporting children's behaviour
- implement a suitable system to record accidents and injuries to children and share the information with parents on the same day or as soon as reasonably possible

We will monitor the provider's response to ensure the action/s is/are successfully completed.

On 23 July 2023, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding how to target training and support for staff. There are more effective processes in place for staff supervision arrangements. The provider has taken action to implement a more appropriate behaviour management policy. There are

now more effective systems in place to record and monitor accident and incident records.
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](#).