

Complaint about childcare provision

Ref: 2697670/5978147

Date: 18 March 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 7 March 2025, the provider notified us about staff:child ratios, relating to the supervision of children. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any significant event which is likely to affect the suitability of any person who cares for/is in regular contact with children on the premises.

On 18 March 2025, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. They had reviewed and tightened their policies and procedures for when children transition between inside and outside play. They had also added additional steps to include a named register check alongside the head counts, which are already completed at various points between each area. This is to reduce the possibilities of human error as they try and ensure that all children remain accounted for. Management have updated staff on these procedures and are completing monitoring checks to ensure they are being implemented effectively.

The provider will be able to give parents further information about this. 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](#).