

Complaint about childcare provision

Ref: 2538363/6013061

Date: 8 May 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 14 April 2025, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare; safeguarding policies and procedures; qualifications, training, support and skills; staff:child ratios; supporting and understanding children's behaviour; special educational needs; accident or injury; organising premises for confidentiality and safeguarding; risk assessment; information and record keeping.

On 7 May 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken some action to put this right. They had reviewed the grouping of children, splitting children into two smaller groups. This helped to improve the deployment of staff which in turn helped to reduce the number of accidents.

During the visit, we also found the provider was not meeting some of the requirements and we have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 8 May 2025:

- ensure children are effectively supervised at all times, especially when eating and when going to the toilet.

Actions needed by 21 May 2025:

- ensure the written record of accidents provides clear details about the injuries sustained
- ensure child protection procedures are consistently implemented, with specific regard to obtaining clear information about children's pre-existing injuries
- ensure secure routines are in place and followed by staff so that all children's needs are consistently met, and their learning promoted.

We will monitor the provider's response to ensure the actions are successfully completed.

The provider is still registered with Ofsted.

On 16 May 2025, the provider responded to the actions set. We found that the provider had improved supervision of children and their routines, so that children are more appropriately supported. They had improved their policies and procedures around completion of accident and existing injury records to help ensure children's well-being. Management continues to train staff and monitor their practice to ensure all reviewed procedures are now implemented.

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](#).