

Complaint about childcare provision

Ref: 2628793/6045425

Date: 12 June 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 16 and 21 May 2025, we received concerns that the provider was not meeting requirements relating to special educational needs, staff: child ratios, supporting and understanding children's behaviour, and toilets and intimate hygiene. Additionally, on 19 May 2025, the provider notified us about matters relating to accident or injury. 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 a significant incident.

On 6 June 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 20 June 2025:

- ensure staff deploy themselves effectively so that children are appropriately supervised at all times
- implement effective risk assessments so that any potential risks are identified and managed appropriately.

On 19 and 23 June 2025, the provider responded to the actions set. We found that the provider had improved arrangements for staff to deploy themselves more effectively. They have also updated their risk assessments to enable staff to identify and manage risks

appropriately. 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](#).