

Complaint about childcare provision

Ref: 2751589/5914278

Date: 10 February 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](https://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 23 December 2024, the provider notified us about staff:child ratios, safeguarding policies and procedures and safety and suitability of premises environment and equipment. This 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 event which is likely to affect the suitability of the early years provider to look after children.

On 9 January 2025, we received concerns that the provider was not meeting requirements relating to staff:child ratios, safety and suitability of premises environment and equipment and information and record keeping.

We also received a further notification on 17 January 2025, relating to safety and suitability of premises environment and equipment. This 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 serious accident, illness or injury to, or death of, any child while in their care and the action taken.

On 5 February 2025, we conducted a regulatory visit. We found that staff are trained in first aid. There are clear procedures in place for dealing with accidents and the administration of medication, which are known and understood by staff. The setting ensures that the staffing ratios are correct and has systems in place to maintain these.

We also found the provider was not meeting some of the requirements and had taken action to put this right. The provider has reviewed the risk assessments and the process for taking children outside. They have held meetings with staff to remind them of the importance of following the setting's risk assessments and ensuring that children are always within their sight and/or hearing. All staff were spoken to, and the risk assessments were reviewed. This ensures that staff are aware of their roles and responsibilities in keeping children safe. 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](#).