

Complaint about childcare provision

Ref: 2523363/6032255

Date: 2 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 5 May 2025, the provider notified us about an incident relating to the EYFS requirements 'safety and suitability of premises, environment and equipment'. 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 event which is likely to affect the suitability of the early years provider.

On 30 May 2025, we carried out a regulatory telephone call. 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.

Actions needed by 13 June 2025:

- improve the procedures and risk assessments for outings to ensure children are kept safe
- ensure that children are adequately supervised, particularly while on outings, to ensure their safety
- improve staffing arrangements to ensure the needs of all children are met at all times.

On 6 June 2025, the provider responded to the actions set. 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](#).