

Complaint about childcare provision

Ref: 2702763/6012373

Date: 30 April 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 11 April 2025, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare and training, support and skills.

On 16 April 2025, we carried out a regulatory visit. 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 9 May 2025

- provide access to an outdoor play area, or where this is not possible, ensure that outdoor activities are planned and taken daily
- demonstrate appropriate skills, knowledge and understanding of your role and responsibilities to provide good quality early years childcare
- ensure each child's key person provides care that is tailored to meet children's individual needs
- ensure key persons develop a deep understanding of the children in their key person groups in order to promote their learning and development effectively
- consider the individual needs, interests and development of each child in order to plan challenging and enjoyable experiences for each child.

We will monitor the provider's response to ensure the actions are successfully completed.
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](#).