

Complaint about childcare provision

Ref: 309442/6031746

Date: 7 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 2 May 2025, the provider notified us about safeguarding policies and procedures, key person, staff:child ratios, and 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.

On 6 May 2025, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. Following an incident where a child was not within sight and/or hearing for approximately five minutes, the provider took immediate action. The provider has reviewed the risk assessments and the process for taking children on outings. They have spoken with staff to remind them of the importance of following the setting's risk assessments and to ensure they are deployed effectively. This ensures staff have a clear understanding 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](#).