

Complaint about childcare provision

Ref: EY236804/5938873

Date: 27 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 23 January 2025, we received concerns that the provider was not meeting requirements relating to Staff:child ratios and risk assessment.

On 24 January 2025, the provider notified us about the same incident. 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 any events which is likely to affect the suitability of any person who cares for/is in regular contact with children on the premises.

On 27 February 2025, we conducted a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. We found that an unsuitable and damaged resource was accessible to children. The provider has removed the resources, retrained staff on the supervising children and reviewed risk assessment procedures to ensure they are more robust.

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](#).

