

Complaint about childcare provision

Ref: EY319237/6016452

Date: 20 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 8 April 2025, we received information about the safety and suitability of premises, environment and equipment. On 19 May 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. Regarding risk assessment, the provider had already taken action to put this right. The provider had revised their risk assessment procedures to help keep children safe. We have also issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 26 May 2025:

- ensure children are adequately supervised at all times, including whilst eating, and that all children are usually within your sight and hearing.

On 21 May 2025, the provider responded to the action set. We found that the provider had improved their procedures for ensuring children are always well supervised. We are satisfied the provider has met the safeguarding and welfare action 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](#).