

Complaint about childcare provision

Ref: EY342554/5974426

Date: 14 March 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 4 March 2025, the provider notified us about staff:child ratios, relating to the supervision of children. 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 significant event which is likely to affect the suitability of any person who cares for/is in regular contact with children on the premises.

On 12 March 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. They had updated their outdoor play policy to include an additional measure for checking and counting children, to ensure every child remains accounted for. Staff have been retrained in the update procedures. Management plan to monitor staff's implementation of the updated procedures to ensure they remain effective.

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](#).