

Complaint about childcare provision

Ref: EY417089/5986605

Date: 28 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 18 March 2025, we received concerns that the provider was not meeting requirements relating to accident or injury and supporting and understanding children's behaviour.

On 7 April 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements.. We have served a welfare requirement notice. This is a legal notice that requires the provider to take actions below within the timescales set out.

Action needed by 22 April 2025:

- take immediate action to ensure that all areas of the premises are safe and fit for purpose, with particular regard to the outside preschool room, to protect children from risk of harm.

On 24 April 2025, we carried out a regulatory visit and the provider responded to the actions set. We found that the provider had carried out the necessary repairs to the preschool room to ensure that children's safety is always considered. We are satisfied that the provider has met the safeguarding and welfare action raised.

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](#).