

Complaint about childcare provision

Ref: EY417951/5938681

Date: 3 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, learning and development/Educational programmes, learning and development considerations, suitable people, qualifications, training, support and skills, training and skills, supervision of staff, key person, food and drink, supporting and understanding children's behaviour, safety of premises and risk assessment.

On 27 January 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and has taken action to put this right. The provider has taken steps to ensure staff training and skills are embedded, key person approach is strengthened and improvements for the effective deployment of staff. This is to ensure the quality in care children receive is maintained.

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.