

Complaint about childcare provision

Ref: EY481309/6023705

Date: 14 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 24 April 2025, we received concerns that the provider was not meeting requirements relating to staff: child ratios and safety and suitability of premises, environment and equipment.

On 13 May 2025, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 27 May 2025:

- ensure children are adequately supervised at all times to ensure their safety, especially on outings
- make sure children are kept safe on outings by taking into consideration risks identified.

On 20 May 2025, the provider responded to the actions set. Risk assessments have been reviewed and amended to consider children's individual needs and help identify and minimise potential hazards. Furthermore, new procedures have been put in place to ensure children are adequately supervised during outings.

We are satisfied the provider has met the safeguarding and welfare actions 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](#).