

Complaint about childcare provision

Ref: EY491167/6013758

Date: 24 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 15 April 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policy and procedures, supporting and understanding children's behaviour as well as safety and suitability of premises, environment and equipment.

On 24 April 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.

The provider has implemented effective risk assessments to ensure, safe tools and adequate supervision to children when taking part in activities. Children are able to confidently contribute to activities because they are well supported. The provider has provided training and reflection time to further develop staff's understanding of purposeful learning, that is well planned and thoroughly prepared. Leaders and managers have increased oversight of routines and activities to support a safe and enabling environment for children.

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](#).