

Complaint about childcare provision

Ref: EY555266/5901531

Date: 27 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 5 December 2024, we received concerns that the provider was not meeting requirements relating to staff: child ratios and qualifications, training, support and skills.

On 5 February 2025, the provider notified us about a separate matter relating to safety and suitability of premises, environment and equipment. 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 a significant event.

On 11 February 2025, we carried out regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. Leaders had introduced a new system to ensure children's safer play during outdoor physical games and trained staff to use it. Additionally, leaders had ensured all staff understand and follow the correct procedures for recording and reporting any accidents.

We also found that the provider had failed to notify Ofsted of a significant matter, which is a requirement of their registration.

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.