

Complaint about childcare provision

Ref: EY481001/5966851

Date: 9 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 24 February 2025, we received concerns that the provider was not meeting requirements relating to qualifications, training, support and skills, staff: child ratios, health and the safety and suitability of premises, environment and equipment.

On 8 April 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 30 April 2025:

- implement regular and consistent staff supervision arrangements to provide the ongoing support, coaching and training all staff need to continually improve their own personal effectiveness.

On 29 April 2025, the provider responded to the action set. We found that the provider has implemented regular staff supervision arrangements to provide staff with the ongoing support, coaching and training they require to enable them to continually improve their personal effectiveness.

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](#).