

Complaint about childcare provision

Ref: EY463376/6006274

Date: 19 September 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 16 May 2025, the provider notified us about matters relating to concerns about children's safety and welfare. On 10 September 2025, the provider notified us about matters relating to concerns about staff: child ratios.

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 involvement with safeguarding partners and statutory agencies about incidents or concerns that might affect someone's suitability, and, incidents where a child was not adequately supervised.

On 08 April 2025, 22 July 2025 and 01 August 2025, we received concerns that the provider was not meeting requirements relating to special educational needs, safety and suitability of premises, environment and equipment, information and record keeping, staff:child ratios, suitable people, training and skills, key person.

On 10 September 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has made significant changes and improvements to the leadership team. The provider has made changes to their safeguarding and transition policies to ensure children are well supervised. They have also made improvements to the settings recruitment procedures. The provider has updated the evaluation of the setting and reviewed staff:child ratios and completed necessary changes regarding the premises. They have also made appropriate arrangements for a lead person to support children with special educational needs and/or disabilities (SEND).

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](#).