Complaint about childcare provision

Ref: 2841208/6155325

Date: 12 November 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 18 September and 27 October 2025, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare, staff: child ratios, safety of premises, risk assessment, accident or injury, paediatric first aid, information and record keeping, information about the child, information for parents and carers, complaints and changes that must be notified to Ofsted.

On 6 November 2025, we carried out a regulatory visit. We found the provider was not meeting one of the requirements. We issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 21 November 2025:

- ensure that staffing arrangements meet the needs of all children and that children are adequately supervised to ensure their safety.

On 20 November 2025, the provider responded to the action set. We found that they have introduced systems to monitor the deployment of staff. They have updated their supervision policy and have trained staff to understand the importance of child supervision.

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.