

Complaint about childcare provision

Ref: 225123/6096439

Date: 1 August 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 10 July 2025, we received concerns that the provider was not meeting requirements relating to risk assessment and special educational needs.

On 29 July 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 12 August 2025:

- ensure that effective risk assessments are carried out to identify all potential hazards on the premises and take appropriate steps to minimise these

- implement effective arrangements for supporting children with special educational needs, with a focus on working closely with parents and external agencies, to help children make the best possible progress.

We will monitor the provider's response to ensure the actions are successfully completed.

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](#).