

Complaint about childcare provision

Ref: 2579620/6008380

Date: 29 May 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 8 April 2025, we received concerns that the provider was not meeting requirements relating to food and drink, learning and development/educational programmes, training and skills, supervision of staff, key persons, special educational needs, outdoor access, baby room, toilets and intimate hygiene.

On 16 May 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 below. The provider will be able to give parents further information about this.

Actions needed by 30 May 2025:

- ensure that staff offer quality learning experiences for all children and that routines within the nursery are well-managed and organised to prevent unnecessary delays
- ensure staffing arrangements meet the needs of all children through the effective deployment of staff.

On 2 June 2025, the provider responded to the actions set. We found that the provider has supported staff to improve their knowledge and understanding of planning and providing quality learning experiences for all children. In addition, the provider has reviewed staffing arrangements and has now deployed staff appropriately to ensure children's needs are met. 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](#).