

Complaint about childcare provision

Ref: 2636794/6100829

Date: 22 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 4 July 2025, we received concerns that the provider was not meeting requirements relating to qualifications, training, support and skills, staff: child ratios and special educational needs.

On 19 September 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. The provider will be able to give parents further information about this.

Actions needed by 20 October 2025:

- improve the arrangements for children with SEND and emerging needs by ensuring agreed strategies are clearly understood and implemented by all staff to support individual progress.

On 9 October 2025, the provider responded to the action set. We found that the provider had strengthened the provision for children with special educational needs and/or disabilities by meeting with parents and carers to review and plan support strategies. A staff meeting was held to reinforce the importance of identifying any emerging needs, and a clear procedure is now in place for developing and reviewing targeted support plans for children.

We are satisfied the provider has met the safeguarding and welfare action 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](#).