

Complaint about childcare provision

Ref: 2645196/6101972

Date: 24 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 18 September 2025, we received concerns that the provider was not meeting requirements relating to suitable people, staff: child ratios, safety and suitability of premises, environment and equipment.

On 18 and 22 September 2025, we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements. We also found that the provider had failed to notify Ofsted of a change to persons caring for children, which is a requirement of their registration.

We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 2 October 2025:

- ensure Ofsted suitability checks are initiated for all adults living or working on the premises and that only assistants who have been cleared by Ofsted as 'suitable' are included in ratios
- improve knowledge and understanding of the staff:child ratio requirements and ensure the correct ratios are adhered to at all times
- ensure that childcare is only provided at premises which have been approved by Ofsted as suitable and that appropriate risk assessments and insurance policies are in place at all times.

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

The provider is still registered with Ofsted.

On 06 October 2025, we carried out a monitoring visit. We found that the provider had taken the necessary steps to ensure the suitability of assistants and had improved their

knowledge and understanding of staff:ratio requirements. The provider demonstrated they fully understand the requirements relating to suitable premises.

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](#).