

Complaint about childcare provision

Ref: 2651748/5984869

Date: 7 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 14 March 2025, we received concerns that the provider was not meeting requirements relating to Staff:child ratios and Qualifications, training, support and skill.

On 25 March 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. 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.

Actions needed by 25 April 2025:

- keep a daily record of the names of the children being cared for on the premises, their hours of attendance.

On 29 April 2025, we visited the provider to monitor the notice served. We found that the provider had put rigorous systems in place to keep the registers of attendance updated.

The provider will be able to give parents further information about this. 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](#).