

Complaint about childcare provision

Ref: 2688698/6152991

Date: 25 September 2025

Summary of outcome

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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 16 September 2025, we received concerns that the provider was not meeting requirements relating to key person, health, supporting and understanding children's behaviour.

On 18 September 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. The provider will be able to give parents further information about this.

Actions needed by 2 October 2025:

- ensure children's behaviour is managed in an appropriate way to help to keep them safe and support their emotional well-being
- use effective strategies to teach children to understand how to share and take turns and help minimise disruptions to their play
- ensure there is sufficient space to meet the needs of the youngest children and that babies are able to move freely and safely
- ensure the safety of children and others on the premises in case of fire or any other emergency
- implement effective risk assessment to keep children safe.

On 3 October 2025, we carried out a regulatory visit to monitor the actions raised. We found that the provider had improved their knowledge and understanding of how to manage children's behaviour appropriately. The provider had also improved risk assessment to

remove any potential risks to keep children safe. The learning areas have been reorganised to ensure children have sufficient space to move around safely and fire exits are clear from obstructions. 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](#).