

Complaint about childcare provision

Ref: 2710779/6162154

Date: 19 November 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 25 September and 13 October 2025, we received concerns that the provider was not meeting requirements relating to children's safety and welfare, staff-to-child ratios, health, risk assessment, safety and suitability of premises, environment and equipment, special educational needs, qualifications, training, support and skills and supporting and understanding children's behaviour.

On 14 October 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We issued actions for the provider to take.

Actions needed by 2 December 2025:

- ensure the impact of support and training that staff receive, is monitored, to make sure the setting's policies and procedures are implemented and have a positive impact on children's safety and learning
- ensure that the needs of children with special educational needs and/or disabilities are met through agreed strategies that are understood and consistently implemented by all staff
- ensure all staff understand and follow the latest government sleep safety guidance.

On 17 November 2025, the provider responded to the actions set. Leaders have provided a range of training and coaching to staff to support them to have a thorough awareness of how to support the needs of children with special educational needs and/or disabilities. Safe sleep procedures have been updated, and all staff have been provided with training to support them to implement these procedures consistently. The provider has strengthened the monitoring systems to ensure that all training has a positive impact on children's safety and learning.

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](#).