

Complaint about childcare provision

Ref: 2742133/6127977

Date: 3 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 take action to ensure they put matters right.

On 15 September 2025, we carried out an inspection and found the provider was not meeting some of these requirements. The overall effectiveness of the provision was judged to be inadequate. The inspection report sets out the actions the provider was required to take to meet the requirements.

On 16 October 2025, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions and learning and development actions, raised at their last inspection.

We found the provider had responded to the actions set. The provider has shared information with staff and parents to clarify expectations about the use of mobile phones. This helps to ensure that safeguarding policies and procedures are followed to help keep children safe. The provider has implemented robust recruitment systems. This helps to ensure the suitability of staff working with children. The provider has supported staff to improve their knowledge of how to support children with special educational needs and/or disabilities. For example, staff consider the resources that might help children to manage age-appropriate tasks independently. In addition, the provider has engaged outside agencies to support staff in developing a curriculum that is sequenced to each child's individual needs. This helps all children to make progress from their starting points. The provider has improved risk assessment in the setting. They have adapted practice, for example, setting up the outdoor area before children go out to play. This helps to keep play space safe and reduces accidents. We are satisfied the provider has met the safeguarding and welfare actions and learning and development 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](#).