

Complaint about childcare provision

Ref: 2762077/6077112

Date: 30 July 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 24 June 2025, we received concerns that the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment.

On 28 July 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. During the visit we also found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. The provider is still registered with Ofsted.

Actions needed by 6 August 2025:

- ensure that the deployment of staff is effective
- ensure there are suitable and hygienic changing facilities and equipment
- ensure appropriate and effective risk assessments and that staff understand risk and how to minimise potential hazards.

On 8 August 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. The actions had been met. The provider has implemented significant changes to the learning environments that include a deep clean, renewed resources and a review of risk assessments. The provider has also considered staff deployment to ensure that children's needs are met effectively.

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](#).