

Complaint about childcare provision

Ref: 317973/6021163

Date: 2 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 April 2025, we received concerns that the provider was not meeting requirements relating to suitable people and staff:child ratios.

On 1 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.

Actions needed by 29 July 2025:

- keep accurate daily records of the names of children being cared for on the premises and their hours of attendance
- ensure that the maximum of three young children being cared for is only increased in exceptional circumstances, and only if the quality of care and safety of children can be maintained.

On 30 July 2025, we found that the provider had improved their process for recording children's hours of attendance. They had also improved their understanding of how many children they may care for to ensure children's individual needs are met and well-being maintained. 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](#).