

Complaint about childcare provision

Ref: EY319564/5990254

Date: 25 March 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 21 March 2025, we received concerns that the provider was not meeting requirements relating to staff: child ratios and safety and suitability of premises, environment and equipment.

On 24 March 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.

Actions needed by 8 April 2025

- take immediate steps to minimise risks that may compromise children's safety or care

- ensure exceptions to the usual adult to child ratios are only made where the quality of care for all children is maintained, and their individual needs are met

On 10 April 2025, we carried out an inspection to monitor the actions set. We found that the provider had strengthened their risk assessments and was able to demonstrate how they keep children safe. Additionally, the provider has reduced adult-to-child ratios and effectively meets the needs of all children where exceptions to ratios are made.

The provider will be able to give parents further information about this. 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](#).