

Complaint about childcare provision

Ref: EY392081/5989198

Date: 2 June 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 20 March 2025, we received concerns that the provider was not meeting requirements relating to concerns about: children's safety and welfare; qualifications, training, support and skills; supporting and understanding children's behaviour and staff:child ratios.

On 7 May 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 2 June 2025:

- ensure that at least half of all staff members hold an approved level 2 qualification or above

- ensure staff support, understand and manage children's behaviour through effective supervision and interaction.

On 22 May 2025, the provider responded to the actions set. We found that the provider has appointed additional staff with relevant qualifications to work within the nursery. The provider has also reviewed the organisation of outdoor play activities and the lunchtime routine with older children to ensure positive behaviour is promoted. 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](#).