

Complaint about childcare provision

Ref: EY421166/6068893

Date: 12 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 can take action to ensure they put matters right.

On 13 June 2025, we received concerns that the provider was not meeting requirements relating to suitable people.

On 22 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.

Actions needed by 22 September 2025:

- ensure that information is shared with Ofsted about persons who are living or working on the premises to allow appropriate suitability checks to be completed;
- ensure that anyone who has not had their suitability checked does not have unsupervised contact with the children being cared for.

On 11 September 2025, the provider notified us about an incident relating to staff:child ratios and risk assessment. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any significant event that may effect the suitability of the childminder to look after children.

On 16 October 2025 we completed a regulatory telephone call to discuss this. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider had reviewed their risk assessment for taking children on outings to ensure that it was fully effective, and was implementing this.

The provider has completed the actions set in the welfare requirement notice.

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