

Complaint about childcare provision

Ref: EY438836/6051766

Date: 16 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 20 May 2025, we received concerns that the provider was not meeting requirements relating to Suitable people.

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 11 July 2025

- ensure that there is an accurate daily record of the names of the children being cared for on the premises, including their hours of attendance
- ensure that ratio requirements for children under the age 5 are met at all times.

Additionally, during the regulatory visit on 1 July 2025, we found new areas of concern as the provider was operating childcare that was not registered with Ofsted. This is an offence. The provider has taken action to work within their registration. The provider will be able to give parents further information about this.

On 16 July 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, raised at their last visit.

We found that the provider has taken steps to meet the actions set in the welfare requirements notice. They ensure that the record of children's attendance is accurate and that they are compliant with the ratio requirements for children under 5 years of age.

Additionally, during the regulatory visit on 16 July 2025, we found new areas of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage. In relation to the new areas of concern, on 16 July 2025, we issued actions for the provider to take. The provider will be able to give

parents further information about this.

Actions needed by 18 July 2025:

- ensure that you take all reasonable steps to ensure that children, and any assistants are not exposed to risks. This is with specific regard to the arrangements for sleeping children and climbing stairs within the premises.

The provider responded to the action to confirm that they have reviewed the arrangements for sleeping and made changes to ensure children's safety. 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](#).