

Complaint about childcare provision

Ref: EY451035/6092569

Date: 30 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 9 July 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, concerns about children's safety and welfare, staff: child ratios, safety and suitability of premises, environment and equipment and information and record keeping.

On 23 July 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 within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 15 August 2025:

- devise and implement effective risk assessments to ensure risks are removed or minimised to keep children safe
- ensure any assistants are deemed suitable before they commence their role caring for children
- ensure adult-to-child ratios are maintained to meet the individual needs of all children
- maintain a daily record of the names of the children being cared for on the premises, their hours of attendance, and the names of each child's key person.

On 15 August 2025 the provider responded to the actions set. The provider has implemented appropriate risk assessments to keep children safe. They have also ensured Ofsted have all the relevant information to complete suitability checks for any assistants. The provider is now working within the required ratios to ensure children's individual needs are met. They have also amended how they record children's attendance to meet requirements. We are satisfied the provider has met the actions set. 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](#).