

Complaint about childcare provision

Ref: EY451347/6212825

Date: 21 December 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 30 October, 19, 20 and 21 November and 10, 11 and 15 December 2025 we received concerns that the provider was not meeting requirements relating to children's safety and welfare, staff: child ratios, health, safety and suitability of premises, environment and equipment, special educational needs, learning and development, key person and information and record keeping.

On 12 December 2025, we carried out a regulatory visit. We found that 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 26 January 2026:

- ensure there is a named deputy who is capable and qualified to take charge in the manager's absence
- ensure that the deployment of staff meets the needs of all children and ensures their safety and good care
- ensure that children with special educational needs and/or disabilities receive the timely support they need to access the curriculum and make progress
- provide staff with the supervision and coaching they require to support their good well-being and foster a culture of mutual support
- ensure that the key person system is effective and helps care to be tailored to meet children's needs
- train staff to understand and support behaviour in an age and stage appropriate way
- ensure staff are able to identify, respond to and manage risk to keep children safe.

We will monitor the provider's response to ensure the actions are successfully completed.
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](#).