

Complaint about childcare provision

Ref: 2518500/6140916

Date: 10 September 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 2 September 2025, we received concerns that the provider was not meeting requirements relating to Staff: child ratios, Concerns about children's safety and welfare, Premises and Risk assessment. On 4 September the provider also notified us that children had left the premises unsupervised. 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 a significant event.

On 4 September 2025, we carried out a regulatory telephone call to discuss the concerns and the notification in detail. We found they were not meeting some of the requirements and that they had taken swift action to review and implement new risk assessment procedures.

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 19 September 2025:

- ensure staffing arrangements meet the needs of children to ensure their safety
- ensure children are adequately supervised by usually being in sight and hearing of staff and always within sight or hearing.

On 22 September 2025, we carried out a regulatory visit. We found that staff monitored children sufficiently when collecting them from school. They followed the internal procedures that included a walking line, completing head counts and ensuring children wore high vis vests. 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](#).