

Complaint about childcare provision

Ref: 2564138/6090848

Date: 21 August 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 10 June 2025, the provider notified us about matters relating to concerns about children's safety and welfare. 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.

On 8 July and 10 June 2025, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare; staff: child ratios.

On 20 August 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. They had reviewed their accident records and updated these to ensure they were accurate.

We also found that provider was not meeting other requirements. We have issued actions for the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 26 September 2025:

- consider the individual needs of the children attending and use this information to plan a challenging and enjoyable experience for each child in all areas of learning throughout the day.

On 1 October 2025, we spoke to the provider. They have taken steps to meet the action set. A regular review of practice at the nursery and the introduction of group and individual times, supports children's learning. Leaders monitor practice, through regular planned and unplanned observations of teaching. 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](#).