

Complaint about childcare provision

Ref: 205723/6166176

Date: 7 October 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 September 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, staff:child ratios, safety and suitability of premises, environment and equipment, information and record keeping, and changes that must be notified to Ofsted.

On 6th October 2025, we carried out a regulatory telephone call. We found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. The provider now understands the requirement to notify Ofsted of such events and has notified Ofsted of other significant events previously.

During the call, we found the provider was not meeting some of the requirements and had taken action to put this right. Leaders have improved and strengthened the procedures for headcounts of children, to ensure that all children are accounted for at all times. They have taken steps to amend the fencing of the premises, to ensure that children cannot access areas where they cannot be seen by staff.

The provider will be able to give parents further information about this. 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](#).