

Complaint about childcare provision

Ref: EY562628/6071499

Date: 23 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 17 June 2025, we received concerns that the provider was not meeting requirements relating to the safety and suitability of premises, environment and equipment and staff: child ratios.

On 17 July 2025, we carried out a regulatory visit. We found 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 22 July 2025:

- take action to ensure concerns about children's safety and welfare is reported to local safeguarding partnerships immediately to keep children safe
- take action to ensure improve the supervision of children when eating, ensuring children are within sight and hearing of staff

Actions needed by 10 September 2025:

- ensure leaders take action to improve the oversight of all aspects of the provision, to address weaknesses and maintain a safe environment for children
- ensure that all staff, including the designated safeguarding leads, receive appropriate safeguarding training to be able to undertake their roles and responsibilities to keep children safe, responding in a timely and appropriate way
- ensure that the required additional checks are completed for staff who have lived or worked abroad, to fully check their suitability to work with children
- ensure that appropriate arrangements are in place for the induction and supervision of

staff, to ensure staff receive the support, coaching and training they require to continually improve their own personal effectiveness

- ensure that the premises, including outdoor space, are fit for purpose, and fully compliant to meet fire safety requirements
- implement and monitor rigorous risk assessments to ensure all potential hazards are identified, minimised and managed effectively, to keep areas safe for children
- ensure information and records are accessible and made available to all those who require access to them, in particular to demonstrate the suitability of staff.

On 16 September 2025, we carried out an inspection and found the provider had met the safeguarding and welfare actions.

The report and inspection outcome will be published in due course.

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](#).