

Complaint about childcare provision

Ref: 2521139/5964196

Date: 19 March 2026

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 12 February 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures (including concerns about children's safety and welfare)

On 5 March 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. The provider is still registered with Ofsted.

Actions needed by 21 March 2025:

- ensure all safeguarding policies and procedures, including the whistleblowing policy and procedures, are correct and up to date, and in line with accurate local reporting procedures
- improve staff's knowledge and understanding of the setting's safeguarding policy and procedures, so that staff are confident in identifying signs and symptoms of abuse
- meet the staff: child ratio requirements at all times, with particular regard to ensuring staff in the baby room have had training that specifically addresses the care needs of babies.

On 21 March 2025, we carried out a further regulatory visit to monitor the actions set. We found that the provider had reviewed and improved their safeguarding policies and procedures, including the whistleblowing policy and had shared these with staff. The provider had also ensured that all staff had been trained to identify signs and symptoms of abuse and that they were confident to know the correct processes for raising concerns about children or if they were concerned about a colleague. The provider had also ensured that staff in the baby room were in the correct staff: child ratios and they had completed training to improve their knowledge and understanding of the specific care needs of babies.

We are satisfied the provider has met the safeguarding and welfare actions raised.

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](#).