

Complaint about childcare provision

Ref: 2550542/6294113

Date: 20 April 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 23 January and 3 February 2026, we received concerns that the provider was not meeting requirements relating to key person, health, information for parents and carers, safety and suitability of premises, concerns about children's safety and welfare.

On 15 April 2026, 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 15 May 2026:

- ensure that there are appropriate arrangements in place for the supervision of staff and that these provide support, coaching, and training to support staff to manage children's behaviour

- ensure that staffing arrangements meet the needs of all children and ensure their safety and ensure that children are adequately supervised at all times.

On 18 May 2026, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised at their last regulatory event.

The provider has provided training to build staff knowledge and skills when supporting children's behaviour. This helps staff to understand and to respond consistently and positively to children's behaviour. In addition, they have offered individual coaching and mentoring for staff. Staff report that they feel calmer. They say children are responding well

to the new strategies in place.

The provider has worked closely with managers to plan staff deployment effectively so that children are always supervised. The routine has been adapted so that children benefit from learning in smaller groups. Children engage well and staff can meet the needs of all children. Transition times have been carefully considered. This allows for effective supervision of children while care tasks are completed, helping to keep children safe. Furthermore, the provider has put in place a robust procedure to help the setting continue with the progress made.

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](#).