

Complaint about childcare provision

Ref: 2578919/6214655

Date: 19 February 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 17 November 2025, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare, health, supporting and understanding children's behaviour, special educational needs, safety and suitability of premises, environment and equipment, and whistleblowing.

On 8 December 2025, we received further concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, concerns about children's safety and welfare, references, special educational needs, safety and suitability of premises, environment and equipment, educational programmes, and learning and development considerations.

On 18 February 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 11 March 2026:

- ensure leaders and staff implement policies and procedures to keep children safe
- ensure staff are aware of the setting's whistleblowing procedures, can raise concerns about poor or unsafe practice and know that concerns are taken seriously and addressed by senior leaders
- ensure that the practitioner with lead responsibility for safeguarding has the required knowledge and understanding to respond appropriately to safeguarding concerns and provide support, advice and guidance to staff
- implement tailored and appropriate supervision arrangements, so that staff understand their roles and responsibilities and promote the interests of children
- ensure that key persons are allocated to ensure that the individual needs of children are consistently met, and that staff know who holds this responsibility

- check that the accident procedure is consistently implemented, in line with the nursery policy
- ensure that fire evacuation routes are free of obstruction and easily opened from the inside
- ensure that staff place babies down to sleep or rest in line with the latest government safety guidance and use appropriate equipment
- provide suitable hygienic nappy changing facilities and check that required equipment and resources are accessible and available for staff to use
- implement effective risk assessments so that potential hazards are identified and promptly minimised or removed
- ensure that required information and records are easily accessible and available to those with a professional need to see them
- develop staff's teaching skills to improve the quality of interactions with children and ensure activities are adapted to meet children's individual development needs.

We will monitor the provider's response to ensure the actions are successfully completed. 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](#).