

Complaint about childcare provision

Ref: 2593030/6321133

Date: 15 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 2 March and 3 March 2026, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, suitable people, qualifications, training and skills, safeguarding training, training and skills, supervision of staff, supporting and understanding children's behaviour, other legal duties, whistleblowing, health and safety and suitability of premises, environment and equipment.

On 16 March and 31 March 2026, the provider notified us about matters relating to paediatric first aid, safeguarding policies and procedures, information and record keeping, information to parents and carers, changes that must be notified and accident or injury. The notification means that the provider met their legal responsibility as set out in the 'Statutory framework for the early years foundation stage' to notify Ofsted of a significant event.

On 7 April 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 28 April 2026:

- put in place supervision arrangements which ensure staff receive effective coaching and mentoring to develop their knowledge and skills
- ensure that staff identify and minimise hazards to children to support their safety.

On 28 April 2026, the provider responded to the actions set. We found that leaders had provided staff with training on risk assessment procedures. They have removed hazards to children from the environment. Leaders are continuing to monitor the procedures to ensure they are consistently followed. Furthermore, we found that leaders have implemented supervision arrangements to ensure that staff develop their knowledge and skills. In addition, leaders have provided staff with further training on areas such as safeguarding and safe sleep practices.

We are satisfied that 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](#).