

Complaint about childcare provision

Ref: 2597717/6321938

Date: 23 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 3 March 2026, the provider notified us about matters relating to staff: child ratios. 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 occasions where children were out of sight and hearing of staff.

On 9 March 2026, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare, key persons, supporting and understanding children's behaviour and staff: child ratios.

We received further concerns on 7 April 2026 that the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment, understanding children's behaviour, and staff: child ratios.

On 8 April 2026, the provider notified us about matters relating to staff: child ratios. 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 occasions where children were out of sight and hearing of staff.

We received further concerns on 9 April 2026 that the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment, health, accidents, understanding children's behaviour and staff: child ratios.

On 16 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 22 May 2026:

- ensure children always remain within sight or hearing of staff

- ensure any allegations against staff are reported to relevant agencies in a timely manner
- make sure written records particularly those of a safeguarding nature are sufficiently detailed and accurate
- ensure records are easily accessible and available
- make sure staff keep a written record of any accidents and ensure this information is shared with parents
- make sure staff are clear about who is responsible for checking food to ensure it meets the dietary requirements of each child
- take all reasonable steps to prevent unauthorised persons entering the premises
- make sure all vital information about children's individual needs is shared across the staff team to ensure their needs are met effectively.

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](#).