

Complaint about childcare provision

Ref: 260496/6352777

Date: 23 June 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 4 and 13 May 2026, we received concerns that the provider was not meeting requirements relating to suitable people, staff: child ratios, and safety and suitability of premises, environment and equipment.

On 17 June 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 20 July 2026:

- ensure children are usually within sight and hearing and always within sight or hearing
- ensure the care of older children does not adversely affect the care of children receiving early years care
- ensure children's needs are not compromised when exceeding adult: child ratios
- ensure children are within sight and hearing when they are eating
- ensure meals are prepared hygienically, specifically when testing the temperature of food
- ensure risks to children are fully considered, assessed and mitigated during children's time at the setting and on outings
- keep an accurate daily record of children's attendance, including their names and hours of attendance
- secure robust knowledge and understanding of all EYFS requirements and put measure in place to keep up to date with changes to statutory requirements.

On 22 July 2026, the provider responded to the actions set. They had reviewed their adult:

child ratio arrangements and improved their supervision of children while at home and on outings. They made sure children's care needs were met continually, and the care of older children did not impact on the care of early years children. The provider demonstrated how they safely managed outings and transitions. They explained how they organise meal times so to ensure children's safety and to promote their health and hygiene. The provider showed how they had updated their knowledge of the EYFS requirements, and explained how they would keep up to date with changes to legislation.

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](#).