

Compliance action taken for childcare provision

Ref: 2624400/6160818

Date: 26 January 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 22 August 2025, we received concerns that the provider was not meeting requirements relating to health, supporting and understanding children's behaviour and information and record keeping.

On 5 November 2025, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 28 November 2025:

- review the arrangements in place for managing and supporting children to behave in an appropriate way to help prevent accidents where possible and keep them safe
- improve complaint response to ensure that all written complaints are investigated, the complainant is notified of the outcome, and records are kept as required.

On 27 November 2025 the provider initially responded to the actions set within the timeframe set. However, we requested further clarity and a further response was received on 7 January 2026. We have found that the provider has reviewed their behaviour management policy and adapted this to reflect a more proactive approach to promoting positive behaviours and to help further reduce potential risk. They have spoken to their staff team about the implementation of this and enabled refresher training to promote more consistency in practice. The provider has also strengthened their complaints policy to ensure it is clear and is followed in line the expectations laid out early years foundation stage. We are satisfied the provider has met the safeguarding and welfare actions raised. The provider is still registered with Ofsted.

Publication of compliance action

We aim to ensure that the welfare of children and young people is protected in the services we regulate. The Childcare Act 2006 and accompanying regulations set out our responsibilities to regulate childminders and childcare providers. This includes the enforcement powers we have in relation to those registered providers who do not comply with the requirements for registration.

We publish details of any actions we take, or the childminder or childcare provider takes to bring about compliance with requirements on our website for a period of five years.

For further information please read the Early years compliance handbook which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted.