

Complaint about childcare provision

Ref: 2640917/6308425

Date: 18 May 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 28 January 2026 and 10 March 2026, we received concerns that the provider was not meeting requirements relating to special educational needs, staff: child ratios and Safety and suitability of premises, environment and equipment.

On 11 May 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 19 June 2026:

- ensure the arrangements for children with special educational needs are sufficient to allow referrals to be completed in a timely manner
- ensure the arrangements for children with special educational needs are sufficient to meet children's individual needs and to allow referrals to be completed in a timely manner.

On 22 June 2026, the provider responded to the actions set. We found that the provider had improved their procedures in relation to child protection and supporting children with special educational needs and/or disabilities to ensure referrals are made within a timely manner. Additionally, further resources have been implemented into the setting to help staff to work together in supporting children to meet their planned targets.

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](#).