

Complaint about childcare provision

Ref: 2659514/6258208

Date: 27 February 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 19 January 2026, we received concerns relating to key person, health, safety and suitability of premises, environment and equipment, and information and record keeping.

On 2 February 2026, the provider notified us about matters relating to safety and suitability of premises, environment and equipment, safeguarding policies and procedures, concerns about children's safety and welfare, supervision of staff, staff: child ratios, special educational needs, and information and record keeping. 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 that is likely to affect the suitability of the early years provider to look after children.

On 4 February 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We served a welfare requirements notice. This is a legal notice that required the provider to take the actions below within the timescales set out.

Actions needed by 18 February 2026:

- ensure that all staff, including the designated safeguarding lead is trained to be confident to implement the settings safeguarding policy and procedure
- ensure that all staff receive training to help them to understand their roles and responsibilities with particular regard to staff deployment and health and safety issues
- put in place effective arrangements for the supervision of staff, in particular where concerns are raised about staff wellbeing
- make sure that staff are aware of the action to take if a child was to have an allergic reaction
- ensure that risk assessments, particularly those associated with access to the swimming pool, are effective in keeping children safe and that they identify aspects of the environment that need to be checked, when they need to be checked, and who is

responsible for checking.

On 25 February 2026, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised at their last regulatory event.

We found that the designated safeguarding lead has updated their knowledge and understanding of the setting's safeguarding policy and procedure. They are now confident in reporting procedures including the timescales for reporting concerns. We found that the provider has ensured that staff have received training that includes health and safety issues and expectations for staff deployment. They have held a staff training session and have updated their induction for new staff to ensure that all staff receive adequate training to understand their roles and responsibilities. The provider has put in place effective supervision arrangements. They have reviewed the support in place for staff wellbeing and have introduced systems, including specific support plans, for staff who report wellbeing issues. The provider has reviewed the procedures in place to ensure that staff are aware of children's allergies. They have updated records to gather information from parents. They have added a section on records that include the action to take in the event of a child having a reaction. In addition, they have trained all staff to know and understand children's allergies and potential reactions, including the action to take. The provider has assessed the risks associated with access to the swimming pool. They have put additional measures in place to help to prevent a child entering that area. They have strengthened risk assessment procedures that clearly set out when areas need to be checked and who is responsible for completing the risk assessments.

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](#).

