

Complaint about childcare provision

Ref: 2668838/6150010

Date: 25 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 11 September 2025, 4 December 2025 and 4 February 2026, the provider notified us about matters relating to staff: child ratios, safeguarding policies and procedures, suitable people, supervision of staff, health, qualifications, training, support and skills, safety and suitability of premises, environment and equipment, and information and record keeping. On 9 February 2026 and 11 February 2026, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, suitable people, and health. During the regulatory telephone call on 12 February 2026, we found that the provider had failed to notify Ofsted of a different significant event, which is a requirement of their registration. In addition, we also found the provider was not meeting some of the requirements. We issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 27 February 2026:

- ensure all staff have a sound understanding of safeguarding policy and procedures, in particular whistleblowing.

On 17 February 2026, we received further concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, suitable people, health, and safety and suitability of premises, environment and equipment. Furthermore, on 18 February 2026 the provider notified about matters relating to

safeguarding policies and procedures, qualifications, training, support and skills, supporting and understanding children's behaviour, and changes that must be notified.

On 23 February 2026, we undertook a regulatory call. We found the provider was not meeting some of the requirements. We 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 6 March 2026:

- implement robust measures to maintain children's safety and confidentiality, for staff and visitors use of mobile phones, cameras, electronic devices with imaging and sharing capabilities used with children and for personal use
- ensure staff receive regular training and effective supervision by staff trained, skilled and experienced in providing support and guidance to bring about the best outcomes for staff performance and help them to meet children's care and learning needs
- ensure all staff use appropriate language and acceptable behaviour when addressing each other, and especially in the presence of children
- ensure required ratios are met at all times, and ensure the deployment of staff allows for effective supervision and engagement with children, and their safety and wellbeing
- ensure all staff record correct and concise details of accidents, injuries, and any first-aid treatment administered
- improve risk assessment procedures including reviewing all accidents to identify the cause and take steps to minimise further incidents

- ensure all staff are fully aware of appropriate management of children's behaviour, in particular staff's own behaviour as role models, and safe and appropriate handling of children.

On 25 February 2026 and 6 March 2026, the provider responded to the actions set and on 13 March 2026, we carried out a regulatory visit.

We found that the provider has retrained staff on safeguarding policies, including the correct procedures to escalate safeguarding concerns, and whistleblowing. The provider has implemented new measures for the safe use of electronic devices. Staff now benefit from regular supervision and training which supports them to improve their interactions with children and each other. Furthermore, staff deployment has improved to ensure children are well supervised and receive appropriate levels of supervision. The provider has reviewed and revised risk assessment procedures to keep children safe. In addition, record keeping has been improved which helps to ensure that information recorded is now clear and concise. Staff have also received behaviour management training to support them to be positive role models and manage children's behaviour appropriately.

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](#).