

Complaint about childcare provision

Ref: 2671793/6249542

Date: 9 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 December 2025, we raised concerns because of breaches found at one of the provider's other settings. These concerns were around requirements relating to safety and suitability of premises, environment and equipment, supervision of staff, staff: child ratios, training and skills, information and record keeping, concerns about children's safety and welfare and other legal duties.

On 8 January 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 3 February 2026:

- implement an effective risk assessment and raise staff knowledge of this, to ensure the setting is safe and suitable for children at all times
- take steps to ensure the setting remains clean and hygienic for children
- ensure that all complaints are handled and responded to appropriately and maintain efficient records of these
- ensure all staff, including leaders understand local procedures to follow for keeping children safe
- ensure all staff have a clear understanding of the signs and symptoms of abuse.

We will monitor the provider's response to ensure the actions are successfully completed. The provider is still registered with Ofsted.

On 6 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 provider responded to the actions set. They had taken steps to implement an effective risk assessment to ensure the setting is safe and suitable for children and improved staff knowledge of this. In addition, they had taken steps to improve the overall cleanliness of the setting. The provider has developed their complaint procedures to ensure these are handled and responded to appropriately. They keep robust records of these. Lastly, the provider has taken steps to improve leaders and staff's knowledge of the signs and symptoms of abuse and their knowledge of local procedures to follow to keep children safe. We are satisfied the provider has met the safeguarding and welfare actions raised. The provider is still registered with Ofsted.

On 27 April 2026, and 5 May 2026, we received concerns that the provider was not meeting requirements relating to safety of premises and other legal duties.

On 15 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. We also found that they had taken action to put some matters right. This includes improving grievance procedures to ensure these are handled appropriately and in a timely manner.

Actions needed by 29 May 2026:

- take steps to ensure that the premises remain safe and suitable at all times

We will monitor the provider's response to ensure the action is successfully completed. 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](#).