

## **Complaint about childcare provision**

Ref: 2675913/6324532

Date: 14 April 2026

## **Summary of outcome**

### **Our reference 2675913/ 6324532**

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](http://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 5 March 2026, we received concerns that the provider was not meeting requirements relating to key person, staff: child ratios and health.

On 19 March 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

The provider will be able to give parents further information about this.

### **Actions needed 7 April 2026:**

- improve knowledge and understanding of the ratio requirements, and ensure that the correct ratios are maintained to help meet the needs of all children
- ensure children are supervised effectively to help keep them safe
- maintain an accurate record of children's hours of attendance
- improve knowledge and understanding of how young children learn, and maintain positive interactions with children to support their communication and language development
- implement an effective curriculum that meets the age and developmental needs of all children, to help them make secure progress in their learning and development.

On 30 March 2026, the provider responded to the actions set. We found that the provider has taken steps to improve their knowledge and understanding around the ratio requirements and now ensures that the correct ratios are maintained to help meet children's needs. The provider has improved their understanding of effective supervision of children. Procedures around record keeping have been strengthened to ensure that children's hours of attendance are accurately recorded and monitored. 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](#).