

Complaint about childcare provision

Ref: 2695472/6091477

Date: 13 March 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 7 July 2025, we received concerns that the provider was not meeting requirements relating to staff: child ratios, suitable people, qualifications, training, support and skills, key person, special educational needs, safety of premises, risk assessment, information for parents and carers and complaints.

On 22 January 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 by 19 February 2026:

- take all reasonable steps to ensure that children are not exposed to risks, including ensuring that staff have thorough knowledge and understanding of their role and responsibility with regard to risk assessments, so that the environment is safe
- ensure that induction and training opportunities for practitioners are effective to build on their skills and help ensure all children receive sufficient care and learning.

Additionally, during our visit on 22 January 2026, the provider notified us about matters relating to staff to child ratios. 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 significant events.

On 17 February 2026, the provider responded to the actions set. We found that the provider had strengthened staff knowledge and understanding of safeguarding and risk assessment through refresher training and regular supervision. Health and safety arrangements have been improved through increased audits, strengthened oversight, and action taken to reduce identified risks within the environment. The provider has also reviewed induction and ongoing training arrangements to better support practitioners' skills, alongside implementing a recruitment plan to ensure sufficient staffing and leadership support. This helps to ensure that children's and staff's welfare is effectively supported.

On 27 May 26, the provider notified us about matters relating to the safeguarding and welfare requirements. 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 Safety and suitability of premises, environment and equipment.

On 16 July 26, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. They have ensured that staff follow the accident and injury procedures and effectively risk assess. This helps to support children's good health and wellbeing.

The provider will be able to give parents further information about this. 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](#).