

## **Complaint about childcare provision**

Ref: 2718092/6295170

Date: 12 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](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 6 February 2026, we received concerns that the provider was not meeting requirements relating to the areas of learning and development, safeguarding policies and procedures, whistleblowing, concerns about children's safety and welfare, safeguarding training, Paediatric First Aid, staff: child ratios, safety and suitability of premises, environment and equipment and information and record keeping.

On 11 February 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 20 February 2026:

- implement a safeguarding policy and procedures that is in line with the guidance and procedures of the relevant Local Safeguarding Partnership
- ensure the safeguarding policy includes how mobile phones, cameras and other electronic devices with imaging and sharing capabilities are used in the setting and detail of how safeguarding training is delivered
- support staff to keep accurate records and ensure they contain sufficient details to safeguard children
- put an effective system in place that helps to ensure any concerns about children's safety or welfare and are immediately notified to the relevant agency
- provide the setting's designated safeguarding lead with relevant training that takes account of advice from the local safeguarding partners and/or local authority
- ensure that all staff renew safeguarding training every two years
- ensure that all areas of the premises and resources are clean and hygienic for children to use and comply with requirements of health and safety legislation

- ensure there are suitable hygienic changing facilities for changing any children who are in nappies, particularly with regard to changing mats and tables
- support staff to identify risks and then take swift action to minimise the risk to children and staff
- ensure accurate daily records are kept, including the record of the children being cared for on the premises and their hours of attendance.

We will monitor the provider's response to ensure the actions are successfully completed.

On 26 February 2026, the provider responded to the actions set. We found that the provider had updated their safeguarding policy in line with the guidance from the relevant safeguarding partnership, and included how mobile phones, cameras and other electronic devices with imaging and sharing capabilities are used in the setting. All staff have completed up to date and relevant safeguarding training. The provider has improved their knowledge and has reviewed systems to record any concerns accurately and ensure that any concerns are immediately notified to the relevant agency. The setting has undergone a deep clean and a cleaner has been employed to maintain a hygienic environment. The provider has reviewed their risk assessments to ensure any risks are quickly identified and swift action is taken. Systems for recording staff and children's hours of attendance have been improved.

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](#).