

Complaint about childcare provision

Ref: 2731207/6148802

Date: 20 January 2026

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage, which can be found at ([gov.uk](https://www.gov.uk) in Bing). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 4 September 2025, we received concerns that the provider was not meeting requirements relating to children's safety and welfare, suitable people, qualifications, training, support and skills, staff: child ratios, health, information and record keeping, and changes that must be notified to Ofsted or the relevant childminder agency.

On 15 January 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We found that the provider had failed to notify Ofsted of significant events, which is a requirement of their registration. 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 26 January 2026:

- ensure the systems for staff supervision are effective to identify, monitor and support staff to fulfil their roles to keep children safe and meet their individual needs
- ensure staff take appropriate breaks and are not placed at risk of fatigue that could compromise children's safety
- deploy staff effectively to ensure children are appropriately supervised, keeping them within sight and hearing; implement robust checking procedures during transitions to keep children safe
- ensure staff record each time any medication, including medicated creams, is administered to children
- improve the arrangements for suitable nappy changing facilities, maintaining children's privacy and dignity, and access to hand washing facilities
- ensure confidential information about children is held securely, including the daily attendance register, and is only accessible to those who have a right or professional need to see it

- ensure parents receive accurate and transparent information regarding matters that affect their children's welfare and wellbeing.

On 28 January 2026, we monitored the provider's response to ensure the required actions were completed. The provider has improved staff supervision, mentoring, and communication to ensure children are safe, including during transitions. Arrangements for staff welfare, medication administration, nappy changing, hygiene, and handwashing have been reviewed to safeguard children's wellbeing, privacy, and dignity. Confidential records are now stored securely, and systems for keeping parents informed about matters affecting their children's welfare have been strengthened. The provider remains registered with Ofsted. 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](#).