

Complaint about childcare provision

Ref: 2746819/6233014

Date: 4 February 2026

Summary of outcome

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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 12 November 2025, we received concerns that the provider was not meeting requirements relating to English language skills, safeguarding policies and procedures, staff: child ratios, information and record keeping, and safety and suitability of premises, environment and equipment.

On 23 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 6 February 2026:

- ensure there is a named deputy who is capable and qualified to take charge in the manager's absence

- ensure all staff, including leaders, have a sound knowledge and understanding of your safeguarding policy and procedures which provides them with the necessary skills to respond to signs of possible abuse and neglect in a timely and appropriate way

- ensure the premises, particularly the kitchen/reception area are fit for purpose, safe and secure so that children are not exposed to risk or harm

- ensure children have access to planned activities outdoors on a daily basis

- ensure all areas of the environment that need risk assessment are identified on a regular basis and any risks removed or minimised

On 13 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 provider had appointed a named deputy capable of taking charge in the manager's absence and implemented staff training on safeguarding policies and procedures. The provider had taken steps to ensure the premises are safe, fit for purpose and has improved risk assessments procedures to ensure they are effective. The provider has revised the arrangements for outdoor play so that children have daily access to the outdoors, for planned activities.

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](#).