

Complaint about childcare provision

Ref: 2786687/6304034

Date: 27 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 11 February 2026, the provider notified us about matters relating to paediatric first aid, staff:child ratios, supporting and understanding children's behaviour, accident or injury, safety of premises and risk assessment. 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 any significant event which is likely to affect the suitability of the early years provider to look after children.

On 16 February 2026, we received concerns relating to other requirements. These included safeguarding policies and procedures, supervision of staff (group provision only), learning and development/educational programmes, suitable people, qualifications, training, support and skills (group provision only), key person, medicines, food and drink, food and drink facilities, special educational needs, indoor space requirements, sleeping arrangements, and baby room (group provision only).

On 23 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 9 March 2026:

- ensure areas where babies sleep are fit for purpose and suitable by ensuring they are clean and do not pose a health risk to babies
- provide more robust oversight of the setting, so that risks to children's safety are identified and removed or minimised, in particular in the outdoor area
- ensure that staffing arrangements meet the needs of all children, so they are adequately supervised to ensure their safety
- ensure that all staff fully understand children's individual needs and provide learning experiences that are tailored to help them make progress in their learning and development. We will monitor the provider's response to ensure the action/s is/are

successfully completed. The provider is still registered with Ofsted.

On 9 March 2026, the provider responded to the actions set. We found that the provider had taken steps to ensure areas where babies sleep were part of a scheduled cleaning rota and potential risks have been removed from the outdoor area. The provider has undertaken work to ensure staff are deployed effectively to enable robust supervision of children. In addition, the provider has developed targeted staff training to further support staff understanding of children's individual learning needs. 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](#).