

Complaint about childcare provision

Ref: 308606/6360713

Date: 29 April 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 13 April 2026, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, concerns about children's safety and welfare and suitable people.

On 24 April 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 18 May 2026:

- ensure children's behaviour is managed appropriately and in ways that do not adversely affect children's wellbeing
- keep an accurate record of any occasion where physical intervention is used and inform parents of this
- access learning to improve knowledge and understanding of ways to effectively support children's behaviour, so children are helped to recognise and regulate their emotions and remain safe and happy in the setting
- ensure that safeguarding policies and procedures are in line with the guidance and procedures of the relevant Local Safeguarding Partnership, in order to keep children safe.

On 21 May 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 that the provider had improved their knowledge and understanding of ways to manage children's unwanted behaviours. She explained and demonstrated positive interactions that support children to understand expected behaviours that help them to play kindly and develop friendships with peers. The provider has created a log to record any times physical intervention is used. She has shared this with parents.

In addition, the provider has accessed training to build her knowledge and understanding around managing children's behaviour. This has enabled her to develop her skills and to use effective strategies to support children's behaviour. She has noted that this has helped children learn to self-regulate their emotions.

The provider has reviewed her safeguarding policies and procedures, these are in line with Local Safeguarding Partnership policies.

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](#).