

Complaint about childcare provision

Ref: 322642/6375948

Date: 9 July 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 27 April 2026, the provider notified us about matters relating to concerns about children's safety or welfare, training and supervision of assistant' skills, staff: child ratios, safety of premises and risk assessment.

On 15 May 2026, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, suitable people, accident or injury and complaints.

On 20 June 2026, the provider made a further notification to Ofsted about matters relating to safeguarding policies and procedures. These notifications mean that the provider met their legal responsibility as set out in the 'Statutory framework for the early years foundation stage' to notify Ofsted of significant events.

On 2 July 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 16 July 2026:

- implement a safeguarding policy that meets the requirements of the early years statutory framework
- attend a designated lead safeguarding training course to keep up to date with safeguarding policies and procedures
- maintain accurate records that ensure the safe and efficient management of the setting
- ensure that records are easily accessible and available, with particular regard to first-aid certificates.

On 13 June 2026, the provider responded to the actions set. We found that the provider had implemented a safeguarding policy in line with the requirements of the early years

foundation stage. They have attended a safeguarding training course in order to improve their knowledge and understanding of child protection procedures. We found that they have implemented systems to maintain records, including more detailed information about children's existing injuries. They also obtained and provided a copy of their first-aid certificate. 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](#).