

Complaint about childcare provision

Ref: EY264320/6205734

Date: 17 March 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 5 November 2025 and 28 January 2026, we received concerns that the provider was not meeting requirements relating to safeguarding, suitable people, training and skills, supervision, key person, staff:child ratios, staffing qualifications, food and drink, behaviour management, premises, hygiene, risk assessment, information for parents and carers, complaints and notifications to Ofsted.

On 12 March 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 April 2026:

- implement robust recruitment procedures to ensure all staff who have regular contact with children are suitable, with particular regard to checking suitability and obtaining appropriate references
- ensure appropriate arrangements are in place for the supervision of staff to provide effective support, coaching, and training for staff and to promote the interests of children
- ensure that all staff receive induction training to help them understand their roles and responsibilities, and support staff to undertake appropriate training and professional development opportunities to ensure they offer quality learning and development experiences for children

- improve the key person system and ensure every child's care is tailored to meet their individual needs and builds on the relationship with parents and/or carers. Ensure that every child's care is tailored to meet their individual needs and builds on the relationship with parents and/or carers.
- ensure that the minimum staff:child ratios are maintained, meet the needs of all children and ensure their safety
- ensure that the premises are suitable for the age of children cared for and there are sufficient resources and activities provided on the premises.

On 14 April 2026 we carried out a visit to assess how the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of safer recruitment and implemented this to ensure new staff are safe and suitable to work with children. Induction and supervision sessions are now undertaken by staff. Management now ensure that staff are receiving professional development and mentoring to ensure they are aware of their roles and responsibilities. The key-person system has been developed to enable all staff to be aware of the children in the room and for staff covering the room to be aware of the children's next steps and needs. Management have reviewed and improved the risk assessment process and staff are more robust in how they check and assess for potential hazards. Staff have completed re-organisation of their rooms and resources to improve how they meet children's needs. Staff:child ratios are met and contingency measures are in place to ensure that this is maintained.

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.