

Complaint about childcare provision

Ref: EY290559/6300982

Date: 30 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 9 February 2026, 11 February 2026, 18 February 2026, 26 February 2026, 3 March 2026, 19 March 2026 and 23 March 2026, we received concerns that the provider was not meeting requirements relating to whistleblowing, suitable people, staff:child ratios, health, and safety and suitability of premises, environment and equipment.

On 30 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 13 April 2026:

- 3.6 implement policies and procedures to keep children safe, including how mobile phones, cameras and other electronic devices with imaging and sharing capabilities are used in the setting
- 3.46 maintain ratio requirements so that the staffing arrangements meet the needs of all children

On 31 March 2026, the provider responded to the actions set. We found that the provider had improved their policies and procedures around the use of devices in the setting and

they had reviewed their management of staffing rotas to ensure ratios are maintained at all times. 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](#).