

Complaint about childcare provision

Ref: EY318514/6300649

Date: 19 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 March 2026, we received concerns that the provider was not meeting requirements relating to staff; child ratios and safety and suitability of premises. On 5 and 26 February 2026, the provider notified us about matters relating to safeguarding policies and procedures and suitable people. 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 significant events.

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.

Actions needed by 27 March 2026:

- ensure there are effective arrangements in place to support children with Special Educational Needs and Disabilities and ensure their individual needs are met with considerations for their safety
- ensure the sleeping arrangements are safe, with consideration for children's health and safety
- ensure that robust risk assessments are implemented, and that they effectively identify, minimise or remove all potential hazards in the environment, particularly in the spaces used by younger children.

On 27 March 2026, the provider responded to the actions set. We found that the provider had improved the arrangements to support children with Special Educational Needs and Disabilities through staff training and seeking help from outside professionals. We also found the provider had reviewed their procedures for sleeping and how they organise the space used for this to keep children safe. Additionally, the provider had reviewed and amended their risk assessment arrangements and provided some additional training for staff in this area. 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](#).