

Complaint about childcare provision

Ref: EY347979/6231287

Date: 20 February 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 28 November 2025, we received concerns that the provider was not meeting the requirements relating to safeguarding policies and procedures, staff:child ratios, supporting and understanding children's behaviour, risk assessment and concerns about children's safety and welfare.

On 13 February 2026, we carried out a regulatory visit. We found that 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 11 March 2026

- ensure children are in sight and/or hearing at all times
- improve staff deployment to ensure that children are supervised effectively at all times
- implement an effective safeguarding policy and procedure that accurately reflects the procedures to be followed at this provision
- ensure all staff, including the designated safeguarding lead, understand the safeguarding policy and procedures and act on safeguarding concerns in a timely way
- ensure that robust risk assessments are implemented, and that the risk assessment process is effective in identifying and removing all potential hazards.

- ensure that staff promote children's good health through effective hygiene procedures
- improve staff knowledge and skills in managing behaviour
- improve the arrangements to support children with special educational needs and/or disabilities.

We will monitor the providers response to ensure the actions are successfully completed.
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](#).