

Complaint about childcare provision

Ref: EY367103/6294559

Date: 31 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 February 2026, we received concerns that the provider was not meeting requirements relating to suitable people; safety and suitability of premises, environment and equipment; information and record keeping; changes that must be notified to Ofsted or the relevant childminder agency (CMA).

On 9 March 2026, we carried out a regulatory visit. We found 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 23 March 2026:

- ensure that all assistants have a secure understanding of whistleblowing procedures and know when and how to raise concerns about poor or unsafe practice
- ensure that assistants that have not been confirmed as 'suitable' by Ofsted are not included in the child: staff ratios
- obtain a reference for any assistants before they are recruited
- ensure that all assistants understand the setting's safeguarding policies and procedures and have up to date knowledge of safeguarding issues
- ensure that staffing arrangements meet the needs of children, ensure their safety, and meet staff: child ratio requirements at all times
- ensure that effective strategies are consistently used to support children to understand expected behaviour and display safe and positive behaviours
- keep an accurate daily record of the names of the children being cared for on the premises and their hours of attendance; ensure the certificate of registration is available on request.

On 30 March 2026, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions, raised at their last regulatory event.

We found that the provider had met some of the safeguarding and welfare actions but not others. They have provided training to support assistants to improve their understanding of whistleblowing procedures. In addition, the provider has improved their understanding of the requirement to ensure that assistants that have not been confirmed as 'suitable' by Ofsted are not included in the child: staff ratios. They have supported assistants to improve their understanding of the setting's safeguarding policies and procedures through training, so that assistants have an up-to-date knowledge of safeguarding issues. The provider has improved their deployment of assistants, so that staffing arrangements meet the needs of the children more effectively. We found that the provider had not met all other safeguarding and welfare actions raised, and identified further concerns.

We have served another 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 20 April 2026:

- obtain a suitable reference for any assistants before they are recruited
- ensure that there is a key person system in place, where each child is assigned a key person
- ensure that effective strategies are consistently used to support children to understand expected behaviour and display safe and positive behaviours
- keep an accurate daily record of the names of the children being cared for on the premises and their hours of attendance.

On 24 April 2026, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised at their last regulatory event. We found that the provider has improved their understanding of safer recruitment, in particular the requirement to obtain a suitable reference for any assistants before they are recruited. The provider has implemented an effective key person system to support children's safety, wellbeing, and development. The provider and assistants have attended relevant training, and the provider has supported assistants in implementing effective strategies, to help children understand expected behaviour and display safe and positive behaviours. The provider has also improved their record keeping, ensuring that accurate daily records are maintained of the names of children being cared for on the

premises and their hours of attendance.

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](#).