

Complaint about childcare provision

Ref: EY376292/6278473

Date: 18 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 22 January 2026, we received concerns that the provider was not meeting requirements relating to staff: child ratios and supporting and understanding children's behaviour.

On 16 February 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 17 March 2026:

- implement safeguarding policies to inform the appropriate professionals when an allegation is made about an individual working or living on a premises where children attend
- ensure that children are always within sight or hearing, particularly during outings
- maintain ratio requirements at all times to ensure children are adequately supervised
- ensure all individuals working with children support behaviour in an appropriate way
- ensure all risks are fully considered in relation to outings with children.

On 25 March 2026, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures. They have tightened up their risk assessments for outings to ensure children are adequately supervised at all times. Additionally, they have completed training on supporting children's behaviour and have further training scheduled to complete.

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](#).