

Complaint about childcare provision

Ref: EY401885/6352276

Date: 12 May 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 31 March 2026, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare, suitable people, safeguarding training, training and skills, supervision of staff, staff-to-child ratios, health and supporting and understanding children's behaviour.

On 6 May 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 3 June 2026:

- ensure all staff receive effective professional development opportunities to ensure they offer quality learning experiences
- ensure all staff receive an effective supervision which provides support, coaching and training and promotes the interests of children
- ensure all staff can identify and minimise hazards to children, with particular regard to the environment where children sleep.

On 1 June 2026, the provider responded to the actions set. We found that the provider has provided staff with refresher training on safe sleep arrangements. They have risk assessed the sleep areas for children to ensure that any hazards are removed. Leaders carry out spot checks to ensure staff are following procedures at all times. Furthermore, leaders have provided staff with ongoing professional development opportunities and supervision that provides coaching and mentoring. They have introduced systems to check staff knowledge and understanding of the professional development opportunities they are provided with.

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](#).