

Complaint about childcare provision

Ref: EY423487/6337460

Date: 27 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 19 and 20 March 2026, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, suitable people, training, support and skills, staff: child ratios, supporting and understanding children's behaviour and safety on outings. On 19 March 2026, the provider notified us about matters relating to the same requirements. 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 26 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. The provider will be able to give parents further information about this.

Actions needed by 16 April 2026:

- ensure relevant information is shared with appropriate outside agencies, such as the Local Authority Designated Officer
- ensure risk assessments for outings are fully effective and during outings children are supervised closely to minimise any potential risks to them
- update understanding of age-appropriate behaviour management strategies to support children's understanding about their behaviour more effectively.

On 1 April 2026, the provider responded to the actions set. We found that the provider has improved their knowledge and understanding of when to contact outside agencies, such as the LADO, risk assessment and age-appropriate behaviour management. The provider has sought advice and guidance, completed training, and updated their policies and procedures. 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](#).