

Complaint about childcare provision

Ref: EY452806/6297275

Date: 1 April 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 6, 9, 10 and 27 February and 11 and 13 March 2026, we received concerns that the provider was not meeting requirements relating to staff: child ratios, suitable people, accident or injury, qualifications, training, support and skills, supporting and understanding children's behaviour, special educational needs, baby room, toilets and intimate hygiene and risk assessments.

On 25 March 2026, we carried out a regulatory visit and found the provider was not meeting some of these requirements. Following the visit, we 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 20 April 2026:

- ensure all staff support and manage children's behaviour in an appropriate way at all times
- ensure arrangements to support children with special educational needs and/or disabilities are implemented appropriately to ensure their individual needs are met at all times.

We will monitor the provider's response to ensure the actions are successfully completed.

The provider remains 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](#).