

Complaint about childcare provision

Ref: EY459369/6267787

Date: 20 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 8 January 2026, the provider notified us about matters relating to safeguarding policies and procedures, safety and suitability of premises, environment and equipment, and staff: child ratios. 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 a significant event which is likely to affect the suitability of any person who cares for/is in regular contact with children on the premises.

On 17 March 2026, the provider notified us about matters relating to safeguarding policies and procedures, supporting and understanding children's behaviour, qualifications, training, support and skills, safeguarding training and other legal duties. 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 a significant event which is likely to affect the suitability of any person who cares for/is in regular contact with children on the premise.

On 7 April 2026, we received concerns that the provider was not meeting requirements relating to staff: child ratios, key person, health, and safety and suitability of premises, environment and equipment.

On 16 April 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 timescale set out. The provider will be able to give parents further information about this.

Actions needed by 7 May 2026:

- ensure all staff understand how to raise concerns about poor and unsafe practice
- ensure all staff receive up-to-date safeguarding training every 2 years
- implement robust induction procedures for all staff to help them understand their roles and responsibilities

- implement robust supervision procedures for staff that provides support, coaching and training
- implement an effective key-person system that supports children's individual needs
- ensure that children's behaviour is managed effectively and in a way which promotes their wellbeing
- ensure the premises are clean and comply with hygiene requirements
- ensure that babies and children are put to sleep in line with the latest government guidance
- implement effective risk assessments that inform staff practice.

On 1 May 2026, we received further concerns that the provider was not meeting requirements relating to staff: child ratios, health, and safety and suitability of premises, environment and equipment.

On 6 May 2026, we carried out a regulatory visit. We found the provider was not meeting a requirement. We have served a second welfare requirements notice. This is a legal notice that requires the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this.

Action needed by 6 May 2026:

- ensure children are appropriately supervised during mealtimes, to help prevent choking and food sharing.

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

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](#).