

Complaint about childcare provision

Ref: EY300951/6211428

Date: 6 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 11 November 2026, we received concerns that the provider was not meeting requirements relating to supporting and understanding children's behaviour.

On 29 January 2026, we carried out a regulatory visit. We found that the provider was meeting the requirements relating to supporting and understanding children's behaviour. However, we found new areas of concern. We found that the provider was not meeting some of the requirements relating to safer eating and managing allergies and had taken some action to put this right. This includes making some changes to policies and procedures during mealtimes.

In relation to the new areas of concern on 29 January 2026 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.

Actions needed by 18 February 2026

- ensure children are within sight and/or hearing at all times, with particular regard to sleeping children
- improve the effectiveness of staff supervision so that training, support, and coaching needs are identified promptly and accurately.

On 23 February 2026, we carried out a regulatory visit. We found that the provider has taken steps to ensure children are within sight and/or hearing at all times. Staff demonstrate they understand the importance of ensuring that children are suitably supervised. The provider has improved staff supervision to ensure that staff training needs are identified promptly and that swift action is taken in response. The provider demonstrates a secure understanding of their roles and responsibilities in improving staff practice.

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](#).