

Complaint about childcare provision

Ref: 2767136/6357158

Date: 19 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 6 April 2026, we received concerns that the provider was not meeting requirements relating to whistleblowing, supervision of staff, staff: child ratio's, food and drink facilities, supporting and understanding children's behaviour, safety of the premises, risk assessments, complaints and legal duties including health and safety legislation.

On 23 March and 23 April 2026, we carried out an inspection and found the provider was not meeting some of these requirements. The report card and inspection outcome will be published in due course. Following the inspection, we served a welfare requirements notice on 23 April 2026. 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 7 May 2026:

- ensure safeguarding concerns are acted on and reported to external professionals in line with local safeguarding partnership (LSP), with particular regard to managing allegations against staff members
- ensure all staff have a robust knowledge of what action they must take in the event of a safeguarding concern, in line with the settings safeguarding policies and procedures, with particular regard to whistleblowing
- ensure staff medication is securely stored, and out of reach of children, at all times
- ensure a consistent and effective key person system is implemented for all children to enable them to feel safe, secure and settled
- improve staff's knowledge, understanding and implementation of supporting children's behaviour so that children's emotional well-being is fully supported
- ensure appropriate fire detection and control equipment, such as fire extinguishers is available and in working order

- ensure risk assessments are fit for purpose and understood by leaders and staff, including being able to identify aspects of the environment that need to be checked and how risks will be removed or minimised to ensure the environment is safe for children
- leaders must share relevant information with parents, carers and other professionals as appropriate to ensure all children's needs can be met.

We will monitor the provider's response to ensure the actions are successfully completed. The provider is still registered with Ofsted.

On 18 May 2026, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised at their last inspection.

On 18 May 2026, we found that the provider had met some of the actions set in the welfare requirement notice. We found that the provider had improved their knowledge and understanding of identifying risks in the environment to ensure it is safe for children. For instance, the fire detection equipment has been serviced and is in working order, staff medication is now stored appropriately out of reach of children, hazards in the play environment have been removed and others reduced using suitable measures. Leaders have worked with staff to sharpen and improve the key person system to ensure children feel safe, secure and settled. Leaders have worked with staff to review the procedures during mealtimes to ensure babies and children are supervised appropriately while eating.

On 18 May 2026, we found that the provider had not met some of the actions. We have served another 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 1 June 2026:

- ensure all staff have a robust knowledge of whistleblowing procedures, including when they must act and how to report safeguarding concerns and poor or unsafe practice, in line with the settings safeguarding policies and procedures
- ensure leaders and staff use professional curiosity when reviewing information held about children and share concerns about children's safety and welfare in line with local safeguarding partnership (LSP)
- leaders must take action to support staff's knowledge and understanding of what effective behaviour support looks like to ensure staff can implement effective strategies to manage individual children's behaviour needs

- leaders must ensure they have a robust knowledge of when information must be obtained and shared with parents, carers and other professionals as appropriate to ensure all children's needs can be met.

On 8 June 2026, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised at their last regulatory event. We found that the provider had ensured all staff have a robust knowledge and understanding of whistleblowing procedures. This included when they must act and how to report safeguarding concerns, or poor, or unsafe practice without delay. The provider had reviewed the information they obtain from parents when children are enrolled. This ensured they gain sufficient details to support and safeguard children and their families. In addition, they had strengthened their processes to share information with parents in a timely manner to support children's overall safety and welfare. Furthermore, staff had received coaching, and the provider had sought targeted training, to improve staff's knowledge and understanding of how to support children's behaviour effectively.

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](#).