

Complaint about childcare provision

Ref: EY265715/6377480

Date: 14 June 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 28 April 2026, the provider notified us about matters relating to concerns about children's safety and welfare. 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.

On 05 May 2026, we received concerns that the provider was not meeting requirements relating to staff: child ratios; key person; safety and suitability of premises, environment and equipment; and information and record keeping.

On 27 May 2026 & 01 June 2026, we received further concerns that the provider was not meeting requirements relating to safeguarding policies and procedures; concerns about children's safety and welfare; suitable people; training and skills; paediatric first aid; staff: child ratios; supporting and understanding children's behaviour; special educational needs; safety and suitability of premises, environment and equipment; and information and record keeping.

On 03 June 2026, the provider notified us about further matters relating to concerns about children's safety and welfare. 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.

On 05 June 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 timescales set out. The provider will be able to give parents further information about this.

Actions needed by 12 June 2026:

- prepare food in a suitable way for each child's individual developmental needs and in a way to prevent choking

- ensure children are within sight and hearing of staff while eating
- ensure there is a clear oversight over the organisation of the setting and that staff are deployed effectively to meet the individual needs of all children
- implement an effective key person system that helps to ensure every child's individual care needs are met, each child becomes familiar with the setting, offers a settled relationship for children and helps to build relationships with parents and/or carers
- ensure that information and records of children's attendance and staff deployment are maintained to ensure the safe and effective management of the setting
- ensure staff consistently meet and support children to manage their personal hygiene.

On 15 June 2026, we found that the provider met some of the actions set in the welfare requirement notice. We found that the provider has ensured food is prepared in a suitable way for each child's individual developmental needs and in a way to prevent choking. They have ensured children are always in sight and hearing distance of staff while eating. However, they have not met all the actions set in the welfare requirement notice and further breaches were also found. 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 29 June 2026:

- ensure leaders have a clear oversight over the organisation of the setting to ensure requirements are consistently maintained
- ensure that staff are deployed effectively to meet the individual needs of all children and the qualification requirements are met
- implement an effective key person system that helps to ensure every child's individual care needs are met, each child becomes familiar with the setting, offers a settled relationship for children and helps to build relationships with parents and/or carers
- ensure arrangements are in place to support children's individual special educational needs
- ensure information and records of children's attendance and staff deployment are maintained to ensure the safe and effective management of the setting
- ensure children's dietary requirements are accurately recorded and shared with all staff who prepare and serve foods

- ensure that fire evacuation equipment is free from obstruction and can be easily accessed and used in the event of an emergency
- provide staff with training to ensure that they understand how to support and manage children's behaviour effectively
- ensure children's privacy is considered and balanced with safeguarding when changing nappies and toileting.

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](#).