

Complaint about childcare provision

Ref: 309377/6242770

Date: 30 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 29 January 2026, we received concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare, health and information and record keeping.

On 16 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 10 July 2026:

- ensure that staff are deployed effectively to meet the needs of all children
- keep a written record each time medication is administered or applied to a child and ensure the child's parents and/or carers are informed on the same day, or as soon as reasonably practicable
- review the organisation of sleep time and take steps to ensure bedding is clean
- ensure there is a separate baby room for children under the age of two
- implement a robust risk assessment and take all reasonable steps to ensure children are not exposed to risks
- maintain a daily record of the names of the children being cared for on the premises, their hours of attendance and the names of each child's key person.

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](#).