

Complaint about childcare provision

Ref: 2638680/6333145

Date: 7 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.

Between March and April 2026, we received several concerns that the provider was not meeting requirements relating to concerns about children's safety and welfare, paediatric First Aid, information and record keeping, supervision of staff, staff: child ratios, supporting and understanding children's behaviour, key person, suitable people, safety and suitability of premises, environment and equipment and whistleblowing.

On 24 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 5 May 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 22 May 2026:

- train all staff to understand and implement suitable strategies for children with special educational needs and/or disabilities to ensure that their individual needs are well supported.
- implement a suitable key person approach so that children have consistent support tailored to their individual needs and stages of development so their personal, social and emotional and learning needs are well supported.
- train and support staff to implement a suitable approach to help understand and manage children's behaviour so that there is a clear and consistent approach to benefit their development.

- put in place a suitable and hygienic nappy changing procedure and train all staff understand and implement it consistently.
- ensure that cots and mattresses that children sleep on, are of a suitable hygiene standard to support the overall health and safety.
- ensure that all children have the opportunity for outside play and learning to support their overall health and development.
- take action to ensure that the meals that children receive are appropriately and hygienically served to support their health
- take steps to implement suitable supervision processes that focus on effective communication, staff wellbeing and coaching to enable staff to fulfil their roles and responsibilities
- take action to implement effective processes through staff supervision for the provider to understand and evaluate the quality of the practice to focus continuous improvement
- ensure that appropriate staffing arrangements, including qualification requirements, are put in place to meet the needs of children
- implement appropriate systems to ensure that there is effective communication between other settings that children attend in order to support the individual needs of children

On 2 June 2026, we found that the provider had met some of the actions. They have

developed the hygiene arrangements for nappy changing procedures. They have developed the information sharing for children that also attend other settings. In addition, the key person approach has been developed and there are suitable hygiene measures around food handling. However, not all of the actions have been met. We have served another welfare requirements notice. In addition, we have added a further action for concerns around safer eating. 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 26 June 2026:

- train all staff to understand and implement suitable strategies for children with special educational needs and/or disabilities to ensure that their individual needs are well supported
- train and support staff to implement a suitable approach to help understand and manage children's behaviour so that there is a clear and consistent approach to benefit their development
- ensure that cots and mattresses that children sleep on, are of a suitable hygiene standard to support the overall health and safety
- ensure that all children have the opportunity for outside play and learning to support their overall health and development
- take steps to implement suitable supervision processes that focus on effective communication, staff wellbeing and coaching to enable staff to fulfil their roles and responsibilities
- take action to implement effective processes through staff supervision for the provider to

understand and evaluate the quality of the practice to focus continuous improvement

- ensure that appropriate staffing arrangements, including qualification requirements, are put in place to meet the needs of children

- ensure that staff are within sight and hearing of children at all times when they are eating in order to keep them safe.

We will monitor 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](#).