

Complaint about childcare provision

Ref: 223241/6152611

Date: 13 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 12 September 2025, we received concerns that the provider was not meeting requirements relating to supporting and understanding children's behaviour and special educational needs. On 15 September 2025, the provider notified us about matters relating to the same requirements.

On 2 January 2026 and 8 January 2026, we carried out regulatory telephone calls. On 15 January 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take

The provider will be able to give parents further information about this.

Actions needed by 12 February 2026

- ensure that robust safeguarding procedures are in place, understood by all staff including those with lead safeguarding responsibilities, and effectively implemented by all staff
- improve the oversight of safeguarding concerns to ensure that any safeguarding patterns and concerns are swiftly identified, and that timely and appropriate action is taken in line with local reporting procedures

- review the key person system to ensure that the most appropriate key persons are identified to meet children's individual needs

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

On 2 February 2026, the provider responded to the actions set. We found that the provider had taken appropriate action to review safeguarding procedures and improve the oversight of safeguarding concerns. The provider has supported staff through training, team meetings and one to one's to further improve safeguarding knowledge and the settings procedures. The provider has reviewed the key person system; this includes consideration of children's individual needs and staff qualifications and experience when identifying the most appropriate key person for children.

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](#).