

Complaint about childcare provision

Ref: EY281231/6321854

Date: 16 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 3 March and on 6, 7, 11 and 12 May 2026, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, concerns about children's safety and welfare, suitable people, smoking and vaping, training and skills, supervision of staff, health, staff: child ratios and safety and suitability of premises, environment and equipment.

On 1, 15 and 21 April and 5 May 2026, the provider notified us about matters relating to safeguarding policies and procedures, whistleblowing, concerns about children's safety and welfare, training and skills, supervision of staff, health, staff: child ratios and safety and suitability of premises, environment and equipment. These notifications mean that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of significant events.

On 21 May 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 2 June 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 5 June 2026:

- ensure risk assessments are robust, regularly reviewed and implemented effectively to ensure leaders and staff identify potential hazards and take action to remove or minimise them
- ensure that staffing arrangements consistently meet the needs of all children, and staff are deployed effectively, so that children are appropriately supervised at all times to keep them safe
- ensure that all leaders demonstrate a clear knowledge and understanding of their roles and responsibilities and have sufficient oversight across the setting

- ensure all staff receive effective supervision, coaching and mentoring, to identify training needs and help them to fulfil their roles and responsibilities
- ensure staff effectively support all children to promote their safety and consistently develop good hygiene practices
- strengthen the key-person system to ensure staff understand and support all children's individual needs and next steps in learning
- ensure effective arrangements are in place to support children with special educational needs and/or disabilities (SEND) and those that face other barriers to learning, including supporting staff to use agreed strategies to ensure children's individual needs are met and their development is well supported.

On 11 June 2026, the provider responded to the actions set. We found that the provider has improved their oversight of the setting and has a clear understanding of their roles and responsibilities. They have provided staff with support, training, mentoring and coaching to improve their understanding of their roles and responsibilities. Leaders have implemented new procedures for daily risk assessments to ensure staff take action to remove and minimise risks and improved hygiene practices. They have improved the deployment of staff to ensure children are supervised effectively. The changes in staffing arrangements have provided children with more consistency, supporting children to have a secure relationship with their key person. Leaders have ensured staff have a clear understanding of children's next steps in learning and strategies that are in place to support children who face barriers to learning, especially children with SEND.

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](#).

