

Complaint about childcare provision

Ref: 2688720/6260400

Date: 24 April 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 2 January 2026, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, concerns about children's safety and welfare, key person, health, special educational needs, supporting and understanding children's behaviour. On 23 January 2026, the provider notified us about matters relating to safeguarding policies and procedures, concerns about children's safety and welfare and suitable. 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 significant events.

On 13 April 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 4 May 2026:

- ensure that suitability of staff is confirmed before they have unsupervised contact with children
- ensure that information about identity and vetting checks is recorded
- ensure that references are from the current/most recent employment
- demonstrate that you contact referees to clarify content where information is vague or insufficient
- demonstrate that you ensure any concerns are resolved satisfactorily before employment commences
- put appropriate arrangements in place for the effective supervision of staff

- ensure that meals provided are healthy, balanced and nutritious
- ensure that records are easily accessible and available to those who need to access to them
- provide staff with training that helps them to understand their roles and responsibilities particularly in relation to understanding and managing children's behaviour
- ensure there are arrangements in place to support children with Special educational needs and/or disabilities (SEND)
- ensure that staff manage children's behaviour in an appropriate way that supports children's good wellbeing.

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](#).