

Complaint about childcare provision

Ref: 2752573/6256805

Date: 18 March 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 22 December 2025, the provider notified us about matters relating to safety and suitability of premises, environment and equipment and staff: child ratios. 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 18 February 2026, we received concerns that the provider was not meeting requirements relating to concerns about safety and suitability of premises, environment and equipment.

On 16 March 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 7 April 2026:

- ensure the Designated Safeguarding Lead (DSL) is vigilant throughout the investigation process and follows the correct procedures in a timely manner when there are concerns about a child in your care
- ensure staff provide effective supervision of children to keep them safe from harm, including during transitions from outdoors to indoors
- ensure staff manage children's behaviour appropriately, including minimising the use of physical intervention
- record any occasion of where physical intervention is used and ensure parents and/or carers are informed on the same day.

On 20 April 2026, the provider responded to the actions set. We found the provider had provided training for leaders and staff to improve their practice. For example, leaders have supported staff to develop their skills and knowledge to interact respectfully when managing behaviour. However, they had not met one action set in the welfare requirement notice. We

have served another 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 5 May 2026:

- ensure the Designated Safeguarding Lead (DSL) is vigilant throughout the investigation process and follows the correct procedures in a timely manner when there are concerns about a child in your care, including accurate recording and sharing of the incident with other professionals.

On 11 May 2026, the provider responded to the action set. We found that the provider had improved procedures when there are safeguarding concerns. 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](#).