

Complaint about childcare provision

Ref: 110056/6325014

Date: 22 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.

On 6 March 2026, 15 April 2026, 17 April 2026 and 30 April 2026 we received concerns that the provider was not meeting requirements relating to safeguarding, hygiene, supervision of children, accident and injuries, staff: child ratios and risk assessments.

On 27 April 2026, we carried out an unannounced 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 27 April 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 18 May 2026:

- ensure child protection concerns are acted upon and reported to the appropriate agencies without delay
- make certain staff understand safeguarding referral processes so they can confidently and appropriately escalate concerns beyond the setting
- ensure that the key-person arrangements are appropriately embedded so that every child's care and learning is tailored to meet their individual needs
- ensure staff receive effective supervision, coaching and training to improve their understanding of their roles and responsibilities

- ensure children with special educational needs and/or disabilities, needs or that face barriers to their learning, individual needs are effectively planned for, and met
- ensure all staff fully understand the processes in place to manage accidents or injuries in-line with the settings policies and procedure
- improve building security measures and hygiene procedures to ensure the health and safety of all children
- maintain accurate and up-to-date records that support the safety and welfare of all children
- deploy staff effectively so that children are kept safe, receive appropriate support and benefit from quality interactions to meet their individual learning needs.

On 21 May 2026, the provider responded to the actions set. We found that the provider had improved both their own and staff knowledge of child protection procedures. Staff have completed additional training to strengthen their understanding of their roles and responsibilities as key persons. The provider has reinforced support, coaching, and teaching for staff through further training and hands-on support within the rooms. Additional support and training have also been provided to staff to ensure that the individual needs of children with special educational needs and/or disabilities, as well as those who face barriers to learning, are effectively planned for and met. Staff have demonstrated a clear understanding of how to manage and report accidents in line with the setting's policies and procedures. The provider has enhanced security and hygiene arrangements, ensuring the environment is clean, safe and secure for children. Furthermore, effective systems have been implemented to monitor records and documentation, ensuring these are kept up to date and appropriately maintained. Finally, robust arrangements are in place to ensure staff are deployed effectively so that children are well supervised, receive quality interactions, and are kept safe. 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](#).