Complaint about childcare provision

Ref: 2609191/6316321

Date: 27 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 26 February 2026, we received concerns that the provider was not meeting requirements relating to health, whistleblowing, supervision of staff, and supporting and understanding children's behaviour.

Additionally, on 5 March 2026, the provider notified us about matters relating to whistleblowing and suitable people. 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 any event likely to affect the suitability of an individual.

On 8 March 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 30 April 2026:

- ensure that a robust whistleblowing procedure and safeguarding culture is embedded enabling staff to confidently raise concerns about poor practice, with reassurance that all concerns are taken seriously and responded to appropriately

- strengthen supervision arrangements for all staff, including leaders, to promote a culture of continuous improvement, enhance personal effectiveness, and ensure all issues are identified and addressed promptly.

We will monitor the provider's response to ensure the actions are successfully completed.¿

On 20 April 2026, we received a further notification from the provider about matters relating to staff: child ratios. This 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 any significant event.

On 22 April 2026, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has

implemented additional procedures, such as headcounts to ensure all children are always accounted for, this included children's transitions to and from the garden. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

On 30 April 2026, the provider responded to the actions set. We found that the provider had implemented further whistleblowing policies and procedures, delivered relevant refresher training courses and provided clear guidance for staff. They had also strengthened their supervision processes for all staff, including leaders. These actions help to ensure that staff understand the importance of whistleblowing and support all staff in their personal effectiveness and continuous improvement. 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.