Complaint about childcare provision

Ref: 2815026/6338467

Date: 17 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 20 May 2026, we carried out an inspection and found the provider was not meeting some of these requirements. The provision was graded to be urgent improvement. The inspection report card sets out the actions the provider was required to take to meet the requirements.

Following the inspection, we served a welfare requirements notice. This is a legal notice that required the provider to take the actions set out in the report card. The provider will be able to give parents further information about this.

On 30 June 2026, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised at their last inspection.

We found that the provider had ensured that the designated safeguarding lead has the required knowledge to refer concerns about children's safety or welfare. We found that they have strengthened procedures for recording any concerns about children, including records of existing injuries. These records are overseen by senior leaders. We found that the provider has ensured that the designated safeguarding lead has accessed training to enable them to identify the possible signs of abuse or neglect. We found that vetting processes have been strengthened and understood by those with responsibility for recruiting and inducting new staff. They have improved written records and checklists to ensure that recruitment checks are applied for in a timely manner. In addition, we found that risk assessments for occasions where staffs suitability has not been verified have been strengthened to ensure that they are robust. We found that staff are aware of these risk assessments and understand the importance of them being followed.

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.