Complaint about childcare provision

Ref: 2780489/6371286

Date: 24 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 10 March 2026, we received concerns that the provider was not meeting requirements relating to safeguarding, suitable people, staff:child ratios, supporting and understanding children's behaviour, accident or injury, risk assessment and complaints**.**

On 18 June 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

- ensure staff deployment is effective, so staff are more vigilant in assessing the needs of children around them, can identify when intervention is needed and effectively support children.

On 2 July 2026, the provider responded to the action set and we carried out a regulatory call on 19 August 2026. We found that the provider had put several strategies and training sessions in place, and there is more regular management monitoring of staff practice and the new strategies implemented. Staff have identified potential hot spots within their room bases where they need to deploy themselves more consciously, and they have implemented a room action plan. Staff have placed visual signage up to remind them to be more vigilant of these areas, which has helped improve the practice of existing and new staff. As part of this reflection process, staff found that they were needing support and new ideas to engage some groups of children, such as older boys. Staff completed training around 'motivating boys in early years' and this gave them tips and new activities to implement to better engage the boys. As a direct impact of this training, more effective deployment and different activities being provided, staff have identified children's needs more clearly and seen a

reduction in incidents and accidents.

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.