

Complaint about childcare provision

Ref: 251427/6204469

Date: 27 January 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 November 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, concerns about children's safety and welfare and safety and suitability of premises, environment and equipment.

On 16 December 2025, 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 21 January 2026:

- ensure that concerns about children's safety or welfare are accurately documented by staff and shared without delay with the relevant statutory agencies, to safeguard children effectively
- inform Ofsted of all changes to the names of the people who make up the membership of the preschool committee
- improve daily risk assessments to ensure children are not exposed to risks and demonstrate how these risks will be managed

- make sure the premises, equipment and resources are clean and hygienic to promote the welfare and well-being of children.

On 26 January 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 regulatory event. We found that the provider had improved their understanding of the steps they need to take to protect children, including how to recognise concerns about a child's safety or welfare and respond promptly. Risk assessments have been reviewed and strengthened so that they are effective in identifying and minimising hazards. The indoor environment has been cleaned and tripping hazards removed. A system is now in place to ensure that the indoor environment and outdoor play equipment are regularly cleaned, checked, and maintained to a hygienic and safe standard.

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](#).