

Complaint about childcare provision

Ref: EY365933/6345357

Date: 29 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 27 March 2026, we received concerns that the provider was not meeting requirements relating to staff-to-child ratios, health, and safety and suitability of premises, environment and equipment.

On 11 June 2026, 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 29 June 2026:

- ensure the provider acts swiftly to deal with all identified hazards in the indoor and outdoor environments that pose a risk to children's health and safety
- ensure staff identify risks and take appropriate action to minimise these to ensure children's safety
- ensure the premises and equipment are fit for purpose, clean and hygienically maintained
- ensure fire exits are free from obstructions and fire extinguishers are effectively maintained in working order
- ensure children's privacy is considered and balanced with safeguarding when toileting
- ensure supervision of staff and management are regularly undertaken to support professional development, coaching and well-being.

We will monitor the provider's response to ensure the actions are successfully completed. 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](#).