

Complaint about childcare provision

Ref: EY473095/6249602

Date: 9 February 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 11 December 2025, we received concerns that the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment, staff: child ratios, information and record keeping and supervision of staff. On 6 February 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We served a welfare requirements notice. This is a legal notice that required 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 20 February 2026:

- ensure robust risk assessments are in place for all equipment that poses a safety risk to children
- ensure all staff have the knowledge and training to identify risks in the environment.

On 23 February 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 visit. We found the provider has implemented robust risk assessments for the equipment at the nursery. Furniture that previously posed a tipping hazard has been anchored to the wall. Leaders and staff have undertaken additional training to help build their knowledge around risk assessment and how to identify potential hazards in the environment. Leaders have implemented new coaching and mentoring strategies to support staff to feel confident in the roles. This helps to keep children safe in the environment.

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](#).