

Complaint about childcare provision

Ref: EY376291/6322333

Date: 2 April 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 4 March 2026, we received concerns that the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment.

On 12 March 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 30 March 2026:

- ensure that children are not exposed to risks and demonstrate how these risks are being managed effectively
- ensure the facilities for changing and toileting children are suitable and hygienic
- ensure that the premises are fit for purpose and suitable for the age of children cared for
- ensure that the premises and equipment are organised in a way that meets the needs of children.
- ensure that staff understand their roles and responsibilities to ensure children's safety and promote good health. This is with particular reference to assessing risks and developing risks to children indoors and outdoors, and supporting children to understand healthy eating habits.

On 31 March 2026, we carried out a regulatory visit. The purpose of the visit was to monitor the notice. We found that the provider had taken suitable action to meet the notice. The premises is now clean and tidy and the outdoors is safe and organised. There are hygiene procedures in place to ensure the setting remains clean. The provider has trained staff to identify risks and implement risk assessments effectively to help ensure children's welfare. Additionally, staff now promote children's good health. 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](#).