

Complaint about childcare provision

Ref: EY552336/6166638

Date: 7 October 2025

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 25 September 2025, we received concerns that the provider was not meeting requirements relating to safer eating and risk assessments.

On 6 October 2025, we carried out a regulatory visit. We found that the provider was not meeting some of the requirements. We have issued actions for the provider to take. At the visit we also found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 20 October 2025:

- ensure staff identify and respond to all risks and hazards posed to children, and implement effective risk assessments in practice, this specifically relates to the preschool garden and the piled-up wood and garden debris and the babies unhygienic sand pit
- ensure that systems are in place so that all staff are clear about who is responsible for checking that the food being served to children meets their individual dietary needs.

We are satisfied with the action taken by the provider. The provider remains 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](#).