

Complaint about childcare provision

Ref: 2543300/6224218

Date: 8 December 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 November 2025, we received concerns that the provider was not meeting requirements relating to, the safety and suitability of premises and risk assessment.

On 26 November 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 12 December 2025:

- ensure that the setting is maintained at a suitable temperature and has warm running water at all times, in line with health and safety legislation
- ensure procedures for risk assessment are robust so that any hazards posed to children are identified, removed or minimised, to effectively maintain children's safety and well-being.

We will monitor the provider's response to ensure the actions are successfully completed. The provider is still registered with Ofsted.

On 6th January 2026 we visited the setting to monitor the provider's response to actions needed. We found the setting was closed.

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](#).