

Complaint about childcare provision

Ref: 2593417/6389883

Date: 13 July 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 May 2026, we received concerns that the provider was not meeting requirements relating to supervision of staff, staff: child ratios, safety and suitability of premises, environment and equipment and other legal duties.

On 13 July 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider. We also found that the provider had failed to notify Ofsted of changes to registered body, which is a requirement of their registration.

The provider will be able to give parents further information about this.

Actions needed by 10 August 2026:

- implement effective supervision and training for all staff, including managers, with particular regards for managing risk
- implement robust risk assessments that inform staff practice, with particular regards for messy play resources.

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.