

Complaint about childcare provision

Ref: 2602642/6336227

Date: 13 May 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 18 March and 1 April 2026, we received concerns that the provider was not meeting requirements relating to safety of premises, outdoor access, organising premises for confidentiality and safeguarding, risk assessment, information and record keeping, suitable people, safeguarding training, training and skills, supervision of staff, changes that must be notified to Ofsted and whistleblowing.

On 6 May 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider acted swiftly following concerns about security of the outdoor play area. They have changed access codes to remove the risk of unauthorised people being able to enter the outdoor play area unsupervised. In addition, the provider has ensured that robust risk assessments are completed before children access the outdoor play area. This helps staff to identify and remove potential risks and hazards and helps to keep children safe.

On 6 May 2026, 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.

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](#).

