

Complaint about childcare provision

Ref: 2603172/6174104

Date: 2 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 8 October 2025, we received concerns that the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment.

On 27 November 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 18 December 2025:

- ensure that hazards and risks are identified and removed to ensure children's safety when playing outdoors

On 8 December 2025 the provider responded to the action set and made the necessary improvements to the environment to keep children safe. The Identified hazard has been removed and the fence in the garden has been repaired. We are satisfied the provider has met the safeguarding and welfare action raised.

. 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](#).