

Complaint about childcare provision

Ref: 2613043/6349675

Date: 12 June 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 <http://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 9 March 2026, we received concerns that the provider was not meeting requirements relating to staff: child ratios, supervision of staff and safety and suitability of premises, environment and equipment.

On 10 and 11 June 2026, we carried out regulatory telephone calls. We found that the provider was not meeting some of the requirements and had taken action to put this right. The provider had reviewed access to the garden area to ensure effective supervision of babies and toddlers. They have reduced the number of children accessing the garden at any one time and ensured that babies and toddlers remain within one designated area. A team meeting had also reinforced to staff the importance of maintaining safe supervision when children access the garden.

We also found that the provider was not meeting one other requirement. We issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 26 June 2026:

- ensure all reasonable steps are taken to identify and manage risks through the settings risk assessment procedures and that these procedures are consistently implemented to keep children safe.

On 25 June 2026 the provider responded to the action set. We found that the provider has revised the risk assessment policy and strengthened procedures to ensure risks are clearly identified. All staff have also received refresher training to support the effective implementation of these policies and procedures. We are satisfied the provider has met the safeguarding and welfare actions 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](#).