

Complaint about childcare provision

Ref: 2666640/6172496

Date: 22 October 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 6 October 2025, we received concerns that the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment.

On 21 October 2025, we carried out a regulatory visit. We found the provider was not meeting one 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.

Action needed by 14 November 2025:

- ensure risk assessment arrangements are effective, so that all risks to children's safety are identified and actions are taken to remove or minimise these.

On 12 November 2025, the provider responded to the action set. We found that the provider has taken steps to remove or minimise any risks to children's safety. They have improved their risk assessment arrangements and provided training for staff to support their knowledge and understanding of risk assessment procedures. This has improved the safety of the environment for children. 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](#).