

Complaint about childcare provision

Ref: 2683681/6398370

Date: 11 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 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 May 2026, the provider notified us about matters relating to staff:child ratio, safety of premises and risk assessment, concerns about children's safety and welfare, information about the child and information for parents and carers. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant event.

On 21 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 had implemented some new specific risk assessments. They have provided training for all staff and reviewed staff deployment. Additionally, they had improved the external fencing around the site and were making the large outdoor play space into smaller more contained areas. This means that children's safety is enhanced when they are playing outdoors.

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](#).