

Complaint about childcare provision

Ref: 2723480/6383536

Date: 28 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 5 May 2026, the provider notified us about matters relating to safeguarding policies and procedures, concerns about children's safety and welfare, staff: child ratios and safety and suitability of premises, environment and equipment. 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 any significant events that are likely to effect the suitability of those adults working with children.

On 5 and 6 May 2026, we received concerns that the provider was not meeting requirements relating to the same requirements as the notification.

On 7 and 11 May 2026, we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements and had taken action to put this right. Leaders have reviewed and updated risk assessments particularly regarding safety on outings. Training has been completed to ensure that all those working with children are aware of their responsibilities to keep children safe on outings.

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](#).