

Complaint about childcare provision

Ref: 2785346/6314896

Date: 14 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 12 February 2026, the provider notified us about matters relating to special educational needs, suitable people, 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 significant events that may affect the suitability of persons who care for children on the premises.

On 2 Feb 2026, 20 March 2026 and 15 April 2026, we received concerns that the provider was not meeting requirements relating to staff: child ratios, risk assessment, safeguarding policies and procedures, supervision of staff, safety of premises, training and skills, toilets and intimate hygiene and food and drink.

On 17 April 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

The provider will be able to give parents further information about this.

Actions needed by 8 May 2026:

- ensure that premises including, floor spaces and equipment are hygienic and fit for purpose, to promote children's health and wellbeing
- ensure procedures for risk assessment are robust and consistently implemented so that any hazards posed to children are identified, removed or minimised, to effectively maintain children's safety and well-being.

We will monitor the provider's response to ensure the action are successfully completed. The provider is still registered with Ofsted.

On 8 May 2026 the provider responded to the actions set. We found that the provider had taken action to ensure that the premises are hygienic and fit for purpose and that risk

assessment is used effectively to maintain children's safety and wellbeing. 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](#).