

Complaint about childcare provision

Ref: EY136994/6369251

Date: 15 July 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 21 April 2026, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, concerns about children's welfare and wellbeing, health, risk assessment and information and record keeping.

On 11 July 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 18 July 2026:

- ensure that identified risks are addressed without delay so that equipment, resources and facilities remain safe, clean and fit for purpose at all times

- ensure there are suitable hygienic changing facilities for children who require nappy changing and that adequate hygiene resources, including handwashing supplies, are available at all times.

On 17 July 2026, the provider responded to the actions set. We found that the provider had strengthened risk assessment and hygiene procedures, introduced enhanced daily monitoring checks, and implemented clear systems for identifying, reporting and addressing

hazards. Staff have received training and leaders have established regular audits and oversight to ensure the premises, equipment and resources remain safe, clean and fit for purpose.

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](#).